Reference Chart	
User Name:	
Workstation Name:	
ITS Support Phone Number	
Server Name	

United States
Department of
Agriculture

GUIDE

CCE Workstation
Windows XP User Reference Guide

Update

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Version 4.1

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Prepared by: IO LAB

OCIO Information Technology Services
Infrastructure Deployment Branch

Windows XP User Reference Guide

Revision History

RECORD OF CHANGE

<table>
<tr><td>Revision Number and Date</td><td>Sections/Items Updated</td></tr>
<tr><td>Rev. 1, 1/27/03</td><td>Final Version 1F</td></tr>
<tr><td>Rev. 2, 2/4/03</td><td>Corrected NRCS 800# and RealOne install instructions</td></tr>
<tr><td colspan="2">Rev. 3, 3/19/03
Section 2.2.1 – Changed reference to the wording on the logon screen.
Section 2.2.4 – Removed reference to error messages as the domain login.bat script has been changed to trap error messages.
Section 3.4 – Added Restart Procedures
Section 4.2.1, Step 2 - Added the steps to change the Screen Power Saver.
Section 4.4.1, Step 1 - Added additional information.
Section 5.1 - Revised information on the directory structure of the C:\ drive.
Section 5.4 – Added a note at the end of this section.
Section 5.8 - Added a note at the end of this section.
Section 7.2 - Changed Heading to add PC-PRCH.
Section 7.4.1, Step 12 - Text changes.
Section 8.2.2 - Added a reference on virus scanning a diskette. Added a new file location for the Log file for Virus scans.
Section 8.5.1, Step 6 - Added an additional note.
Section 9.6 - Added steps on how to map a shared printer to LPT1 and how to check to see if one is already mapped.
Section 11.2, step 11 - Corrected step.
Section 12.1 and 12.7- Corrected the screen print.
Section 12.6.3, 12.6.4 and 12.6.5 – Added these sections to the guide.
Section 15.2, Updated Dialup Networking Instructions.
Section 15.2.1 Added instructions to add DNS entry.
Section 15.2.2 Added Note about Mapping H:\ Drive</td></tr>
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Revision Number and Date	Sections/Items Updated
Version 4 – 7/25/2005	

Changed the name to Windows XP User Reference Guide.

Removed references to Windows NT - Done

Section 1 – Obsolete. Modified and updated text.

Section 2 – Starting Up and Logging On

2.2.1 – Added reference to the Aglo Domain.

2.2.3 – Revised emphasizing the importance of logging off the logging back on after changing the password.

2.2.4 – Removed – Log on Messages – Referred to Windows NT. Need to revise section reference.

Section 3 - Logging Off and Shutting Down

(3.1 & 3.2 – Removed reference to clicking on the screen saver and added reference to the Lock Workstation button on toolbar. Emphasized the user should (must) lock or log off the computer).

Section 4 – Introducing Windows XP:

Replaced screen prints.

4.2.1.1 Added – Screen Power Settings.

4.2.1.2 Added – Accessibility Settings.

4.2.2.1 Added – Adding Applications to the Pinned Items List.

Removed Section 4.3.5.2 and Section 4.4.

Section 4.4 Added New Section – Customizing the Quick Launch Toolbar.

Removed old 4.4.1 – Setting the Office Shortcut bar to Auto fit into the Title Bar.

4.4.1 Added – Moving the Quick Launch Toolbar.

4.4.2 Added – Adding Shortcut Buttons to the Quick Launch Toolbar.

4.4.3 Added – Deleting Shortcut Buttons on the Quick Launch Toolbar

4.4.4 Added – Restoring the Quick Launch Toolbar

4.5 – Added note on using external floppy drive and add usb removable storage.

4.6 – Canceling a Task - Added a Note.

4.7 (Added/replaced) – Formatting 3 ½ Floppy and USB Removable Diskette.

4.8 – Copy Files to CD - Modified text and added screen prints.

4.9 Added – Erasing Read/Writable CDs.

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Version 4 (continued)	

Section 5 – The USDA Network

5.2 – Drive Partition/Mapped Network Drives - Added reference to USB and Internal/External A:\ floppy drive.

5.3 – Using the H:\ Drive - Need to add how to copy files from the H:\ drive to c:\home\first.last on laptop? Copy the .pst file to c:\home\first.last\outlook folder on laptop.

5.4 – Using the S:\ Drive - modified note and replaced screen print.

5.7 – My Network Places - Added screen print for Detailed Network Card IP Information.

Section 6 – Accessing USDA Applications - Replaced screen print.

Section 7 – Remote Connectivity and File Transfer

Removed Section 7.1.2 – UnixWare Telnet and added NFC Direct Access.

7.1.2 Added – NFC Direct Access.

Removed Section 7.2 – Transmitting PC-TARE and PC-PRCH (RD).

Removed Section 7.3 – Transmitting PC-TARE (FSA Users Only).

Section 8 - Non-USDA Software Applications

8.1 Added – Adobe Acrobat 6.0 Standard.

8.1.1 Added – Convert to Adobe PDF.

8.2 – McAfee Use and Updates - Modified text.

8.2.1 Added – Check Definition/Data Files.

8.2.2 Added – Performing a Manual Update.

8.2.3 Modified – Performing a Manual Virus Scan.

8.4 – Remove Real One Player and replaced with Windows Media Player (Additional Configuration).

8.6 Added – Quick Time Player – Configuring the Connection Speed.

8.7 Added – ArcGIS 9.0 Desktop Reconfiguration

Section 9 – Printing - Revised – Need to modify more.

Section 10 - Using Internet Explorer

Section 10.1 – Referenced the removal of accessing Favorites through Outlook.

Section 10.1.1 Added – Adding Favorites to the Outlook Menu Bar

Section 11 – Using Netscape Navigator

Section 11.1 – Added Profile configuration steps.

Removed Section 11.2 – Configuring RealOne Player (Netscape Configuration).

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Version 4 (continued)	

Section 12 – Using Microsoft Outlook (E-Mail)

Removed Section 12.1 – Configuring an E-Mail Account.

12.1 Added – Using Outlook/Exchange in Offline Mode.

12.2 Added – Schedule Automatic Send/Receive Synchronization

12.3 Added – Adding Favorites to the Outlook Menu Bar

Removed Section 12.2 – Using Multiple E-Mail Accounts.

12.4 Added – Changing the View in Outlook.

12.5 – Sending/Reading E-Mail Messages – Modified and added reference to Connect or Work Offline.

12.6 – Organizing E-Mail – Modified text/screen prints.

12.7 Added – Deleting/Recovering Outlook E-Mail Messages.

12.7.1 Added – Properly Deleting Outlook E-Mail Messages;

12.7.2 Added – Using "Recover Deleted Items" Tool in Outlook

12.7.3 Added – Best Practices on Deleting Messages.

12.8 Added/Modified – Using Contacts/Groups.

12.8.3 Added - Shortcut View of Someone's Contact/Calendar Information

12.9 Added – Changing the Default Address List.

12.10 Added – Global Address and E-Mail Distribution Lists

12.10.1 – Using the Global Address List to Search and Send E-Mail Messages

12.10.2 – Using E-Mail Distribution Lists

12.11 Added – E-Mail Best Practices.

12.12 Added – Managing Your Mailbox.

12.12.1 – Moving E-Mail off the Server.

12.12.2 – Checking Your Mailbox Size.

12.12.3 – Cleaning Up Your Mailbox.

12.12.4 – Additional Tips for Managing Mailbox Size.

12.13 Added – Personal Folders or .pst Data Files.

12.13.1 Need to Add – Converting Old Outlook.pst Files to Outlook 2003.

12.13.2 Added – Creating .pst Files.

12.13.3 Added – AutoArchive.

12.14 Added – Using Outlook Web Access.

12.15 Added – Configuring Outlook on Another USDA Workstation.

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Section 12 – Using Microsoft Outlook (E-Mail) (con't)j

12.16 Added – Getting Additional Help in Outlook.

12.17 Added – Sharing Outlook Folder(s)/Calendar

12.17.1 Added – Allow Someone Else Access to Your Outlook Folder(s)/Calendar.

12.17.2 Added – Accessing Someone Else's Outlook Folder(s)/Calendar

Section 13 – Introducing Microsoft Office XP - Need to Update – Waiting for updates from David Pf.

13.2 Added – MS Office Customer Experience Improvement Program.

13.3 – Microsoft Word - Show how to save as a PDF file (David Pf) and need to show how to remove the view of Task Pane.

13.3.1 Added – Turn Off the Task Pane on Startup

13.3.2 Added – Reading Layout View

13.3.2.1 Added – Turn Off the Reading Layout View When Viewing E-Mail Attachments

13.3.2.2 Added – Toggle Between the Reading Layout View and Normal View

13.4 – Removed reference of converting files from Access 97.

13.6 Added – Microsoft Office Publisher 2003.

13.7 Added – Microsoft Office InfoPath 2003.

13.8 Added – Microsoft Office Picture Manager 2003

Section 14 – Multimedia Functions

14.2 Added – InterVideo DVD Player

Section 15 – For Laptop Users - Need to Update.

15.1 Added – Configuring the Laptop Power Options.

15.2 Added – Network Connections at Other USDA Locations.

15.3 – Dial-Up Networking - Need to revise.

15.3.1 – Configure Dial-Up Networking - Added all secondary dns addresses in Step 20.

15.4 Added – Performing a Manual Backup of Local Files "Nightly Backup".15.5

Section 17 Added – Using Magic Self Service

Added Appendix A – Wireless Communications.

Added Appendix B – Cisco Systems VPN Client.

Added Appendix C – Helpful Hints for Changes in Update #2

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1 OVERVIEW

1.1 PURPOSE

This guide is intended for USDA employees using Windows XP on their workstation. It is intended as a reference guide for IT staff and general users.

This guide is in constant review and revised accordingly. It is requested that feedback be provided via e-mail to your state IT Staff so that it can be provided to the Application Development Team.

1.2 INTRODUCTION

This CCE Workstation User Reference Guide is intended to provide an overview of the core applications that are loaded on the XP workstation. This Guide has been updated to reflect new versions of XP Office 2003, Outlook Client 2003, Adobe Acrobat Standard Edition, Quick Launch Bar (replaces Microsoft Office Toolbar), changes in the McAfee Antivirus product, and updates due to changes in procedures or software applications. It is also intended to be a hands-on reference guide for users in the USDA network.

1.3 COMPANION DOCUMENTATION

- **XP BUILD GUIDE** - Contains information that the State ITS Team requires to set up the workstations after delivery to the field sites. The guide includes inventory checklists and hardware specifications for both the desktop and laptop workstations, and provides step-by-step instructions for connecting the workstation components, installing the build, and booting up the systems.
- **SYSTEM ADMINISTRATION GUIDE** - Contains information necessary for administering and troubleshooting the workstations and laptops, including how to set up accounts, configure network connections, connect printers, perform file transfers, and perform network backups.
- **XP UPGRADE GUIDE** - Contains information on performing an upgrade of XP components.

2 STARTING UP AND LOGGING ON

2.1 SYSTEM BOOT UP

To "boot up" the system simply means to turn on the computer and monitor. This is done by pressing the on/off button on the front of the computer and monitor. As the system boots a variety of diagnostics takes place to verify the system's health. The system first displays a manufacturer's screen as the initial diagnostics are performed. Next, the OS (operating system) loader displays a choice of modes to run.

2.2 LOGON PROCESS

2.2.1 LOG ON TO THE USDA DOMAIN

After Windows XP boots up, you'll see the Microsoft Windows XP Professional screen followed by the BEGIN LOGON dialog box, with this message:

Press <Ctrl> + <Alt> + <Delete> to log on

After pressing the logon keys, a Government Warning message appears. The message starts with the following:

NOTICE! Authorized Use Only
Unauthorized access to the United States Government Computer System and software is prohibited by Title 18, United States Code 1030…….

➲ *This is a reminder screen that details some of your responsibilities when accessing a Government system. It is important that you read and understand these responsibilities.*

1. Click [OK] or press <Enter> to acknowledge the message and continue.
2. The warning is followed by the Logon Information dialog box. Type your assigned username following the convention: ***Firstname.Lastname***
3. Click in the PASSWORD field and type your Logon domain password.
4. Make sure that the DOMAIN field shows the correct domain (Ageast, Agcentral, Agwest or Aglo). If the Domain field is not shown, click on [Options].
5. Click [OK] (or press <Enter>).

➲ *Make sure that neither the <Num Lock> nor <Caps Lock> keys are activated. Passwords are case sensitive. Be sure to follow the password style requirements as shown in Section 2.2.2.*

2.2.2 PASSWORD EXPIRATION AND REQUIREMENTS

To protect the integrity of the USDA network, strict password requirements have been established and are enforced automatically by the network servers. Users will be required to follow these guidelines for passwords:

♦ Passwords must be a minimum of 8 characters

- ♦ Passwords must contain at least 3 of the following characteristics:
    - Capital Letter
    - Lowercase Letter
    - Number
    - Special Character (@,#,$,%,^,&,*)…
- ♦ Passwords must be unique and different from the last 7 passwords used.
- ♦ Passwords must be changed at least every 90 days and cannot be changed until 5 days after the last change.

2.2.3 CHANGING YOUR DOMAIN PASSWORD

Important! Once you change your password using the following instructions, you must log off immediately after changing it and then log back on. If you do not log off immediately and the screen saver locks the computer, neither the new or old password will be recognized and you will not be able to log back on. The only way to unlock the screen is to have an administrator unlock the computer. This will cause your session to be disconnected and you risk loosing unsaved data. If you power off the machine when locked, you risk damaging the operation system.

Your domain password can be changed as often as you like (with the exception of the 5 day minimum) and must be changed at least every 90 days.

2.2.3.1 TO CHANGE YOUR PASSWORD (WITHOUT BEING PROMPTED):

1. While logged into the computer, press <Ctrl> + <Alt> + <Delete> to get an options box and select [Change Password].
2. At the CHANGE PASSWORD DIALOG screen, type your old password, new password and confirm the new password then click [OK].

➲ *Reminder - After you change your password, be sure to log off and log back on. This will ensure that the password change has taken effect before the screen saver is activated.*

2.2.3.2 TO CHANGE YOUR PASSWORD (AFTER BEING PROMPTED):

1. At log on, you may get a message telling you to change your password. Click [Yes] to change your password.
2. At the CHANGE PASSWORD DIALOG screen, type your **old password, new password and confirm the new password** then click [OK].

➲ *Reminder - After you change your password, be sure to log off and log back on. This will ensure that the password change has taken effect before the screen saver is activated.*

2.2.4 LOG ON USING DIAL UP NETWORKING

VPN Client is now required when using dial up for Laptop users only. Refer to Appendix B Cisco Systems VPN Client on using dial up networking.

3 LOGGING OFF AND SHUTTING DOWN

3.1 LOGOFF PROCEDURE

➲ *It is important to log off the PC when leaving the terminal to prevent unauthorized users from gaining access to your data and resources. If you are leaving your system for a short time, you are required to either log off the computer (Section 3.1) or lock the workstation (Section 3.2).*

Option 1:

1. Click [Start] ➔ [Shut Down].
2. From the Shutdown Windows dialog, select the option [Log off <your user name>] then click [OK].
3. Successfully logging off will bring up the Begin Logon dialog window. To log on again after logging off, follow the procedures under section 2.2, Logon Process.

Option 2:

1. Press <Ctrl> + <Alt> + <Del> .
2. Click on [Log Off].
3. At the LOG OFF WINDOWS DIALOG screen, click [Log Off].

3.2 LOCK THE WORKSTATION

Caution!	If you lock your computer, no one will be able to unlock it except you and a system administrator. If a system administrator has to unlock the computer, all unsaved data will be lost.

➲ *In cases where you need to step away from your computer, you are required to log off or lock the computer to prevent unauthorized access to your computer. This is automatically set to occur after the computer has been inactive for 10 minutes.*

Option 1:

1. Click on the [Lock Workstation] shortcut on the Quick Launch Toolbar.

Option 2:

1. Press <Ctrl> + <Alt> + <Del>.
2. Select [Lock Computer].

Option 3:

1. Hold the <Windows> key and <L>.

3.3 SHUTDOWN PROCEDURE

Warning!	Your System Administrator may have configured tasks to automatically run at scheduled times. Do not shut down your computer unless requested to do so by a system administrator.

At those times when you are specifically asked to shut down your computer, it is **very important** that you follow correct procedures. Proper shutdown allows Windows XP to terminate the processes running in the background and delete the temporary files that are established while it is running. Failure to shut down the PC properly can corrupt files and/or cause the operating system to fail — either of which will result in a loss of data. To properly shut down your computer, perform the following:

1. Click [Start] ➔ [Shut Down].
2. From the Shutdown Windows dialog, select the option [Shut Down].
3. Click [OK].

3.4 RESTART PROCEDURE

There are times it may be necessary to restart (reboot) the computer. This can be helpful when the computer seems to be acting abnormally. To properly restart the computer, perform the following:

1. Click [Start] ➔ [Shut Down].
2. From the Shutdown Windows dialog, select the option [Restart].
3. Click [OK].

4 INTRODUCING WINDOWS XP

Figure 4.a shows the windows desktop, with the major components identified.

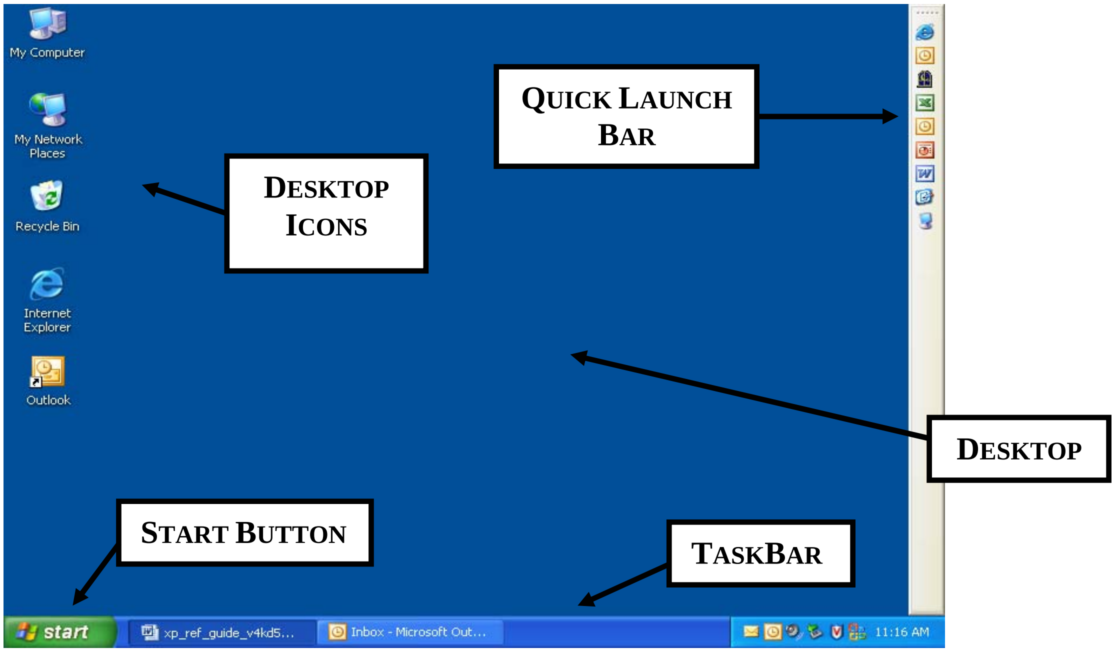


Figure 4.a - Windows XP Desktop

4.1 REVIEW OF WINDOWS FUNCTIONALITY

4.1.1 WINDOWS CONTROL BUTTONS

Figure 4.1.1.a shows the windows control buttons, which are located at the top right corner of a task window.

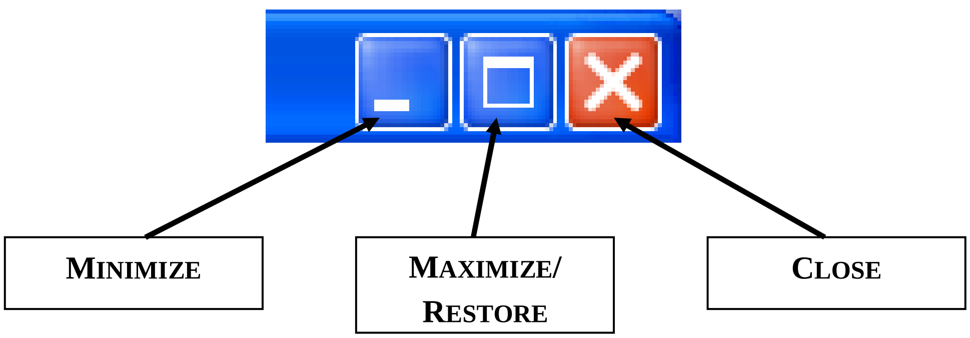


Figure 4.1.1.a - Windows XP Control Buttons

- **MINIMIZE** — This button leaves the program running and open, but reduces it to an icon in the taskbar.
- **MAXIMIZE/RESTORE** — This button is a toggle function that changes the display of a program between full screen and a window.
- **Close** — This button exits the program and closes the window.

4.2 Features of Windows XP

4.2.1 Themes and XP Customization

The desktop can be customized with a variety of different effects and color schemes.

To change display properties . . .

1. Right click a **blank area of the desktop** and select [Properties].
2. From the DISPLAY PROPERTIES dialog box, you can customize the following:
   - **Themes -** choose the overall look of the workstation's operating system.
   - **Desktop -** choose the look of the desktop.
   - **Screen Saver -** choose the type of Screen Saver and adjust its settings (size, colors, timing, etc.).
   - **Appearance -** choose the color scheme for title bars, icons, message text, desktop, etc.
   - **Settings -** choose general display settings (screen resolution and refresh frequency, color quality, etc.).
3. Change the settings in the Themes, Background, Screensaver, Appearance, or Settings windows as desired.
4. Click [Apply] (to test the new settings).
5. Click [OK] to accept the new settings.

➲ *If your fonts and icons appear too small, try adjusting your screen resolution to 800 x 600. This may help significantly. Be sure to read the warning below.*

WARNING!!! It is highly recommended that you contact an IT Staff member before changing appearance settings on the computer. Changing your display resolution could cause the computer not to display properly.

4.2.1.1 Screen Power Settings

For all workstations, the Screen Power Saver option is set to turn off the monitor in 20 minutes for workstations and in 15 minutes for laptops. It is suggested this be set to "Never". When it is set to 15-20 minutes, the computer monitor will turn off and you may think the computer has powered down and it really has not.

To change/verify this setting, right click a blank are of the desktop, then click on [Properties]. Click the [Screen Saver] tab. In the MONITOR POWER section, click on [Power]. Change the TURN OFF MONITOR field to [Never], then click [OK].

4.2.1.2 ACCESSIBILITY SETTINGS

You can adjust the appearance and behavior of Windows to enhance accessibility for some vision-impaired, hearing-impaired, or mobility-impaired users without requiring additional software or hardware.

Windows includes the following programs to enhance accessibility:

- Magnifier enlarges a portion of the screen for easier viewing.
- Narrator uses text-to-speech technology to read the contents of the screen aloud. This is useful for people who are blind or are vision impaired.
- On-Screen Keyboard provides users with limited mobility the ability to type on-screen using a pointing device.

Using the accessibility tools available in Accessibility Options in Control Panel, you can easily set your keyboard, display, and mouse functions.

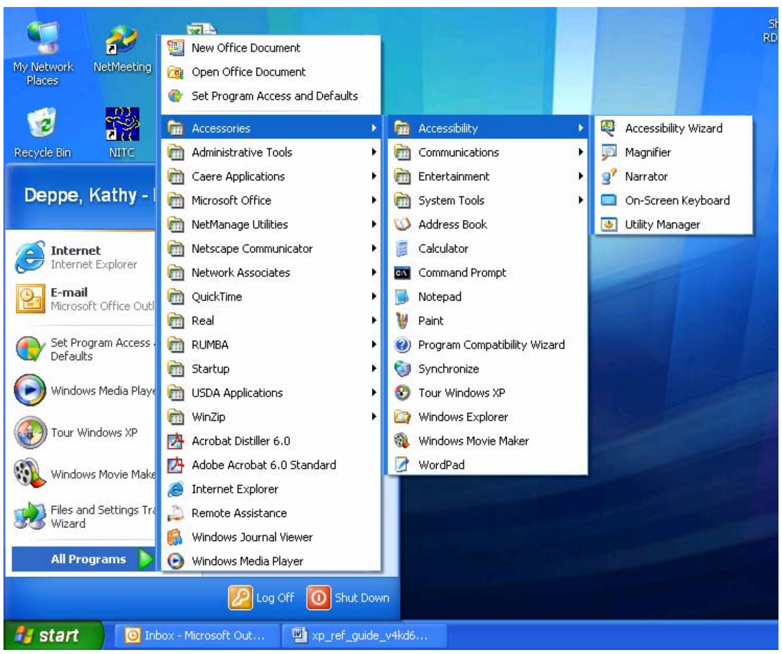


Figure 4.2.1.2.a – Accessibility Menu

4.2.2 Start Menu Features and Customization

The Start Menu in Windows XP has been updated to a more user-friendly design. As part of this design, the Start Menu now contains two columns. The left column is divided into two sections, with the lower section being a dynamic column that gets upgraded based on the programs used most (or “Most Frequently Used Programs List”). The top section of the left column is static and can hold Desired programs most frequently used (or “Pinned Items List”) like Internet Explorer and Outlook.

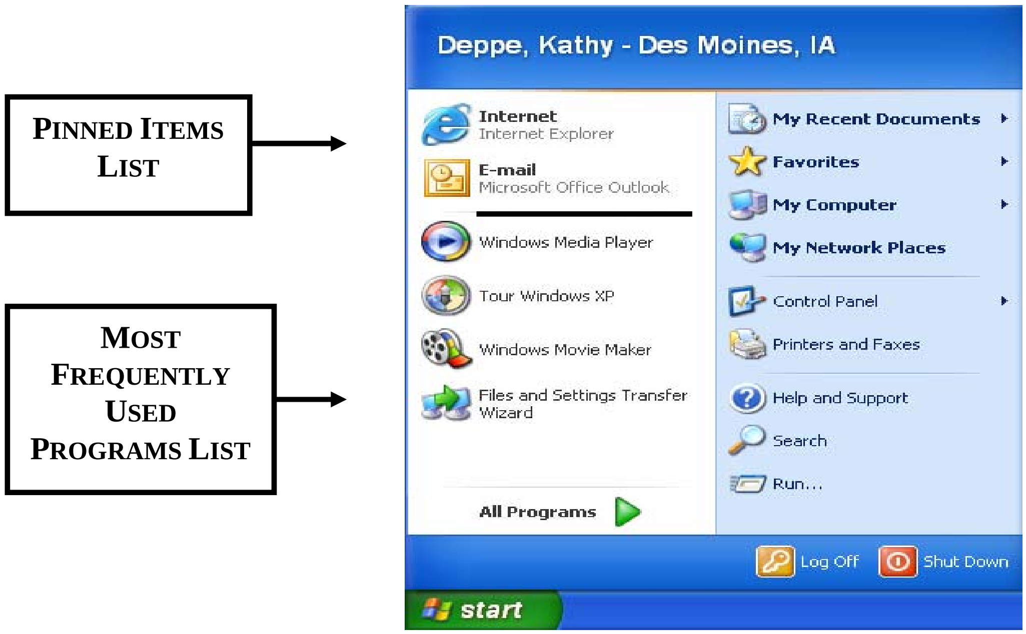


Figure 4.2.2.a - Windows XP Start Menu

4.2.2.1 Adding Applications to the Pinned Items List (Added)

Programs can be added to the Pinned Items List area at the top of the left column of the start menu. To add a program to the fixed area of the menu (or “Pin” an item to the menu), refer to the following example:

Example: You want to place Microsoft Word in the Pinned Items List. Click on [Start] ➔ [All Programs] ➔ [Microsoft Office].Right click on [Microsoft Office Word 2003], then click on [Pin to Start menu]. Refer to the following screen prints.

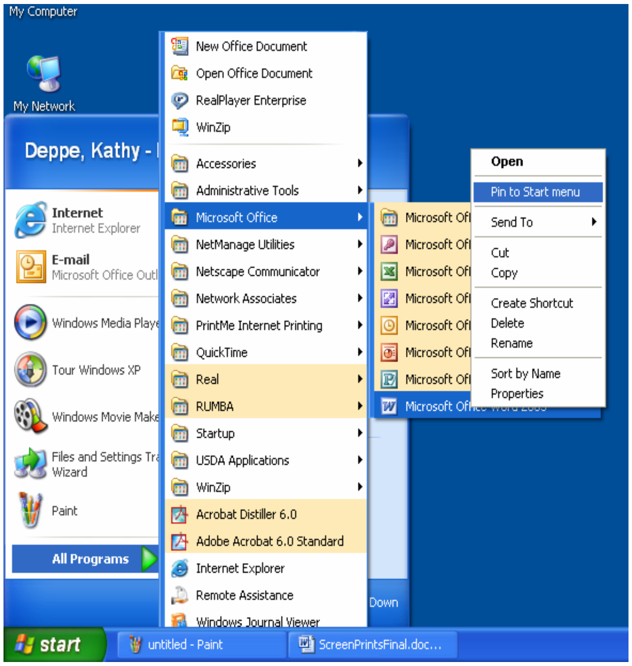


Figure 4.2.2.1.a - Pin an Application to the Start Menu

Figure 4.2.2.1.b - Pinned Application

4.2.3 OVERVIEW OF START MENU

Once you click on the **[Start]** button in the Taskbar, you will receive a "Start" Menu. Refer to Figure 4.2.2.1.b above.

At the bottom of the left column is the ALL PROGRAMS option.

The right column holds standardized items to help manage the documents and computer.

- All Programs: Provides quick access to installed programs.
- My Recent Documents: Displays a list of the last 15 or fewer documents that have been worked on.
- Favorites: Used to access favorites that have been established in Internet Explorer.
- My Computer: Displays the drives on the workstation.
- My Network Places: Displays the network resources established on the computer.
- Control Panel: Access or change computer settings.
- Printers and Faxes: Display and configure the printers and/or fax machines established on the workstation.

➲ *We do not anticipate any instances when a "fax machine" option would be configured on a CCE Workstation. This option requires use of a modem (not installed in desktop systems). Modem use on laptops is not permitted when connected to the CCE network via a LAN connection.*

- Help and Support: Opens Windows XP help files and provides access to Remote Assistance Request.
- Search: Opens a file search window that allows you to locate files and folders by Name, Date, Type, etc.
- Run: Allows you to run executable files.
- Shut Down: Means by which users shut down, restart, or log off Windows XP.
- Log Off: Quick method to log off Windows XP.

4.2.4 Taskbar Features / Program Grouping / Customizing the Taskbar

When you start a program, Windows temporarily adds a button to the taskbar at the bottom of the screen for the application that is in use. When you have multiple programs running, you can activate a program and bring the window to the top by clicking on the button on the taskbar. If you click on the button again, the program will minimize again. One of the added benefits of the XP toolbar is that multiple instances of the same program are grouped together as a single button. This configuration allows for a cleaner appearance and easier management of program groups.

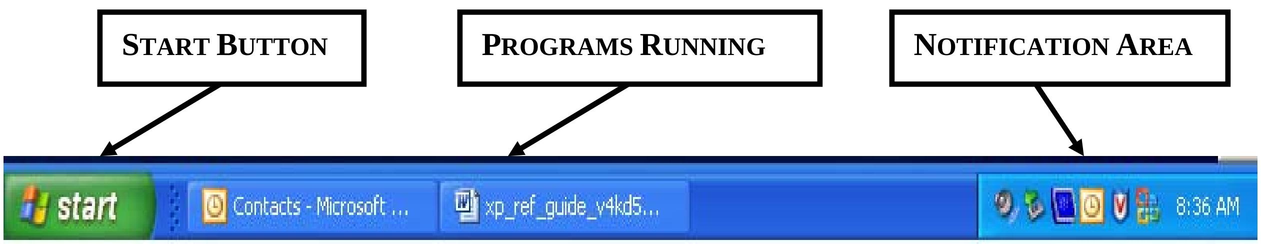


Figure 4.2.4.a - Windows XP Taskbar

➲ *Entire groups of files can be closed by right clicking on the group and choosing Close Group. If there are unsaved files in the group, the button may change color and Windows will display a message to save unsaved files.*

4.2.5 Notification Area

The XP Taskbar includes a notification area (system tray) similar to what was available in previous versions of Windows. The notification area provides information on a variety of different system items.

The Taskbar can be customized to meet your individual needs. To customize the toolbar, you use the Taskbar Properties window:

1. Right click on a **blank area of the taskbar**.
2. Select [Properties].

3. The following items exist on the screen:

- **Lock the taskbar:** This option keeps the taskbar on the bottom edge of the screen. If this option is not checked, the taskbar may be moved to any of the edges of the screen.
- **Auto-hide the taskbar:** This option hides the taskbar until the mouse pointer is moved to where the taskbar is located on the screen.
- **Keep the taskbar on top of other windows:** This option ensures that your taskbar is always visible and resides on top of other windows currently open.

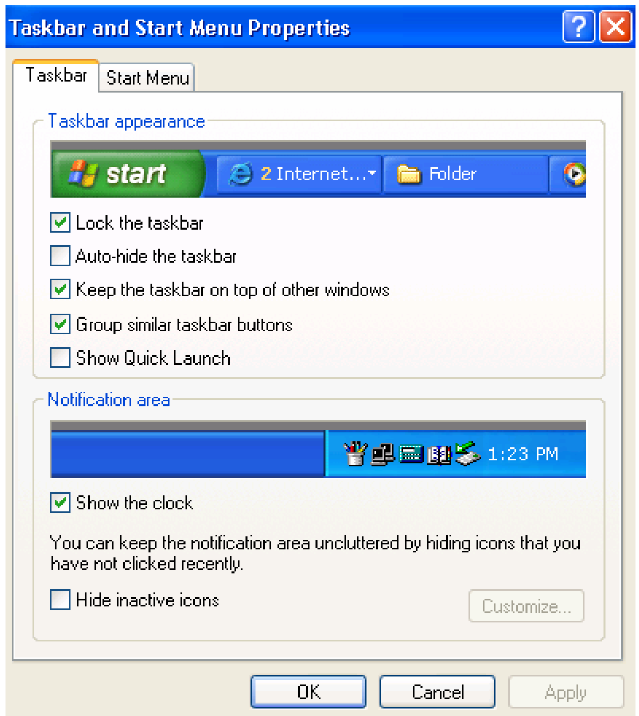


Figure 4.2.5.a - Taskbar Properties Window

4.3 DISSECTING A SAMPLE XP WINDOW

Following are screen prints showing two different ways of looking at an XP Window. Figure 4.3.a shows the XP Window screen which is obtained by double clicking on the [My Computer] icon on the desktop. Figure 4.3.b shows My Computer by right clicking on [My Computer], then click on [Explore]. This is called Windows Explorer and allows you to negotiate thru folders and drive letters to access your files. There is also a button on the Quick Launch Toolbar  that can be pressed to obtain this screen. Some people like to use this method to open files.

Based on the extension of the file(s) (ex: .doc, .xls, .pdf, etc.), by double clicking on the file, it will open in that application. **<u>Important!</u>** You should never double click on an .exe, .vbs, .cmd or .bat extension without knowing what that file will do. These are application files that perform administrative functions and should only be used by IT Staff Members.

Also refer to Section 4.5, Finding and Organizing Files.

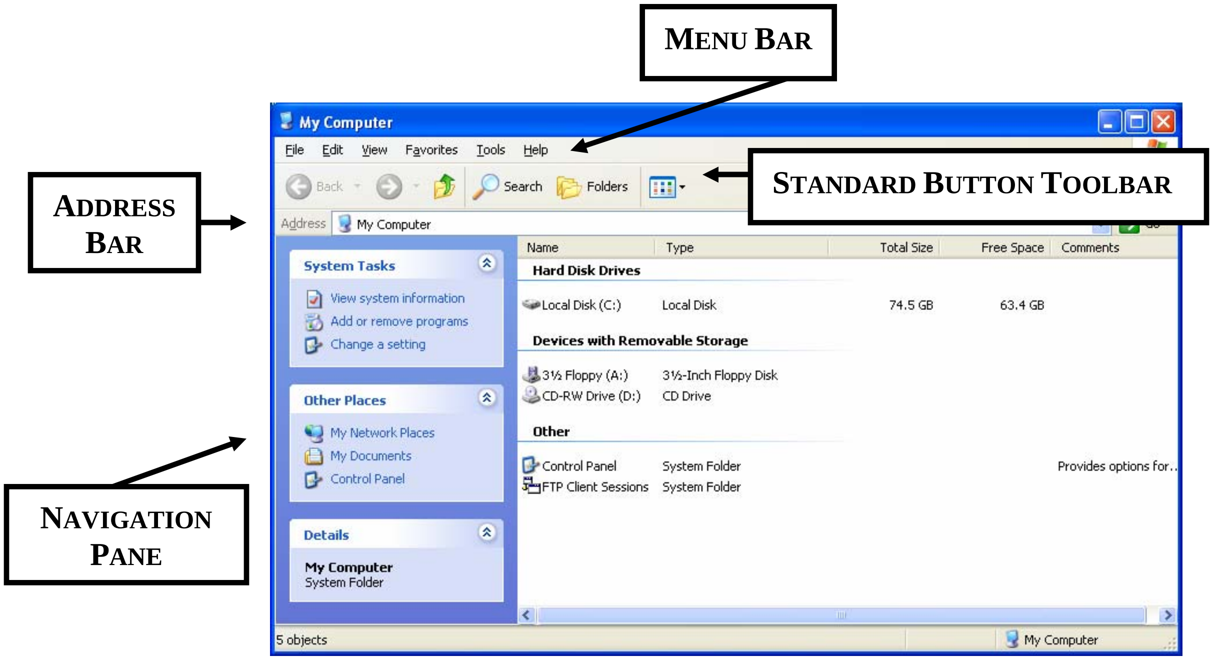


Figure 4.3.a – Windows Explorer Screen

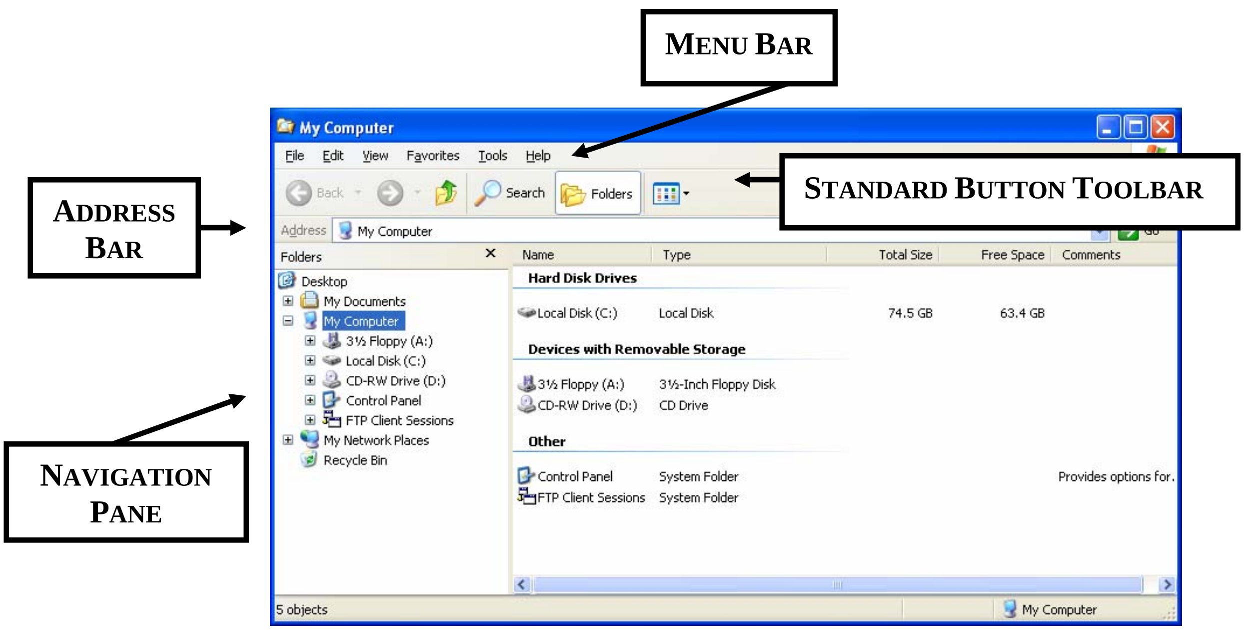


Figure 4.3.b – Windows Explorer Screen

4.3.1 Menu Bar

The menu bar contains pull down menus with commands that are used to perform routine tasks.

Standard menus include:

- **File** - Used for file-management commands, printing and to exit the program.
- **Edit** - Used for editing -- cut, copy, paste, find/replace, etc.
- **View** - Used for changing the view options of the window, including size, position and how files and folders appear in the window.
- **Favorites** - Used to organize files, folders and web sites that you want to use often. (Must be added manually by each user on the workstation.).
- **Tools** - Used to change various options for the window or program that is running. Options available change for different programs used.
- **Help** - Used to access help menus or options for the active window.

4.3.2 Standard Buttons Toolbar

The buttons toolbar is not always displayed. Certain windows (i.e. My Computer, My Documents, etc.) use a standard button toolbar as shown in figure below. The buttons on the toolbar are dynamic and change depending on whether you are browsing items on your workstation or items on the Internet.

The Standard Toolbar includes the following buttons:

Figure 4.3.2.a - Windows XP Standard Toolbar (System Windows)

- **Back** - Returns to the last folder or web page viewed.
- **Forward** - Returns to the folder or web page viewed right before the Back button was used.
- **Up** - Moves up one folder from the current location in the directory structure.
- **Search** - Displays the search bar to search for local resources (files, folders, network resources) or items on the Internet.
- **Folders** - Displays the folders search bar to look for files or folders on the workstation or network drives.
- **View** - Displays a menu to change how icons are displayed in the current window.

The Web Toolbar includes the following buttons:

Figure 4.3.2.b - Windows XP Web Toolbar (Internet Explorer)

- **Back and Forward** - See above.

- ♦ **Stop** - Stops the current web page from downloading.
- ♦ **Refresh** - Refreshes the current web page displayed. This can help if items on the screen are not being displayed correctly and/or may be out of date.
- ♦ **Home** - Displays the web page that is designated as your start page.
- ♦ Search and Favorites - See above.
- ♦ **Research** - Research and Reference Services.

4.3.3 ADDRESS BAR

The Address Bar contains the URL of the web site being viewed. You can enter the address of web sites and/or folders that you'd like to browse. To use the Address Bar, just click on the bar to insert text, type the URL of the web page or the path of the folder that you want to browse, and press the enter key.

4.3.3.1 USING THE ADDRESS BAR TO "AUTOSEARCH" THE WEB

To use the Address Bar to Autosearch, click on the Address Bar and use one of the following three search tags:

- ?
- Go
- Find

For example, if you want to search for information on cameras you can type:

? camera
go camera
find camera

4.3.4 NAVIGATION PANE

The navigation pane is found on the left side of open windows. It is designed to provide quick access to other items or locations on the computer. Links in the navigation pane can be used with a single click.

4.3.5 ICONS AND SHORTCUTS

Shortcuts are icons that run a program or open an object. They can be added to your desktop to provide easier access to programs and/or files that you access frequently. Here are two methods to create shortcuts on your desktop:

4.3.5.1 FROM THE DESKTOP

Option 1

1. Right click on the item and select [Send To] ➔ [Desktop (Create Shortcut)].

Option 2

1. Right click a **blank area of the desktop** and select [New] ➔ [Shortcut].
2. Type the **full path of the application**, or select [Browse] to select the file.
3. Click [Next].
4. Type in a **name for the shortcut**.
5. Click [Finish].
6. Click the **shortcut**, and while holding down the left mouse button, drag it to the desired location.

4.4 CUSTOMIZING THE QUICK LAUNCH TOOLBAR

Microsoft has discontinued and no longer supports the use of the Microsoft Office Toolbar. Knowing that users still need some type of toolbar, a Quick Launch bar was developed for use.

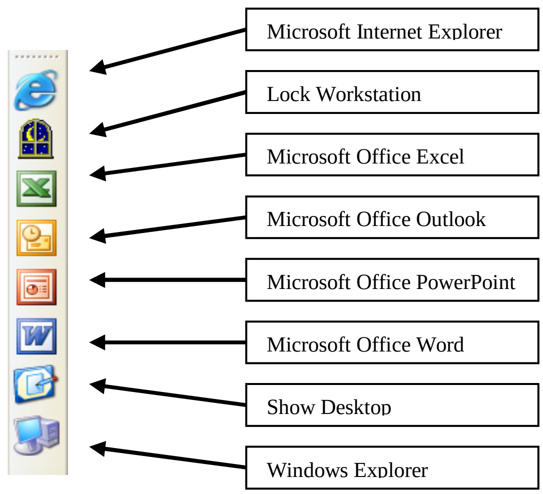


Figure 4.4.a – Quick Launch Toolbar

4.4.1 MOVING THE QUICK LAUNCH TOOLBAR

The Quick Launch Toolbar is defaulted on the right side of the desktop. You can also move it to the top of your screen, onto your desktop or into the taskbar at the bottom.

➲ *The Quick Launch Toolbar cannot be set to Auto Fit into the title bar of the window/application.*

4.4.1.1 MOVING THE QUICK LAUNCH TOOLBAR TO THE TOP OF THE SCREEN OR THE DESKTOP

To move the Quick Launch Toolbar from the right side of the desktop to the top or directly on the desktop, you will need to perform the following.

1. Make sure all windows are either closed or minimized. You must be at the desktop to complete these instructions.
2. Place your curser on the dots at the top of the Quick Launch Bar. Your cursor will change to up and down arrows.

Figure 4.4.1.1.a – Dots Located on the Quick Launch Toolbar

3. Press down on your left mouse button and **drag the toolbar up to the top of the desktop or to the desktop**. As the toolbar is being moved, it will appear as a small square attached to your cursor.
4. **Release the mouse button at the top of the desktop or directly on the desktop**.
5. You may want to resize the toolbar by clicking on the bottom of the toolbar and drag it up to the size you desire.

➲ *If you want to return the toolbar to the right side, repeat the above steps but from top/desktop to right side.*

4.4.1.2 Placing the Quick Launch Toolbar in the Taskbar in Addition to the Top/Side of the Screen or the Desktop

You can also have the Quick Launch Bar located in the taskbar in addition to the top or bottom. To complete this, perform the following:

1. **Right click** on the [Taskbar] at the bottom of your screen
2. Click on [Toolbars]➔ [Quick Launch Bar]. Refer to the following screen print.

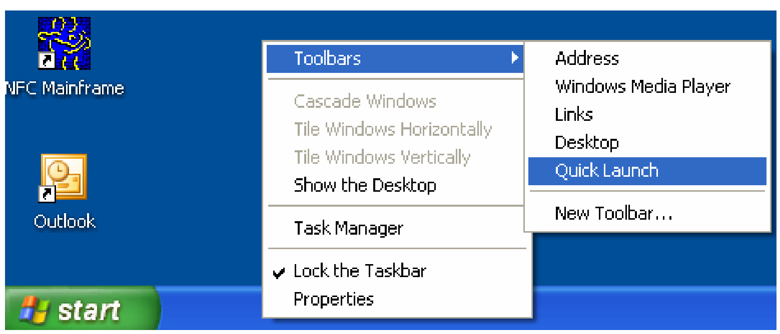


Figure 4.4.1.2.a – Submenu for Quick Launch Bar

3. You will then see the Quick Launch Bar in the Taskbar as showing below.

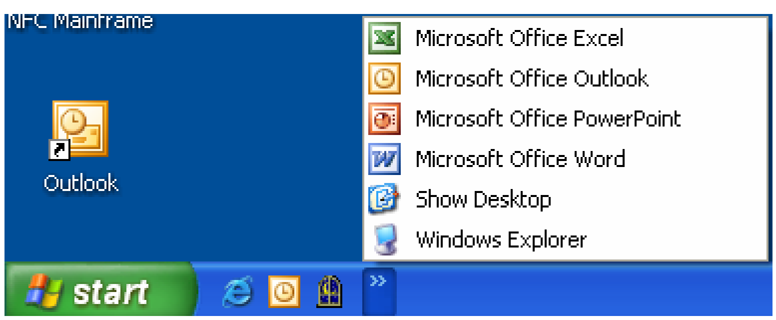


Figure 4.4.1.2.b – Quick Launch Bar on the Taskbar

4.4.2 ADDING SHORTCUT BUTTONS TO THE QUICK LAUNCH TOOLBAR

You can create your own shortcut buttons on the Quick Launch Toolbar by completing the following steps. The example below shows how to add an application from USDA Applications.

1. Click on [Start] ➔ [All Programs] ➔ [USDA Applications] ➔ [Comm Sessions].
2. Right click on the **application name**, then click on [Copy]. (Ex: NITC). Refer to the following screen print.

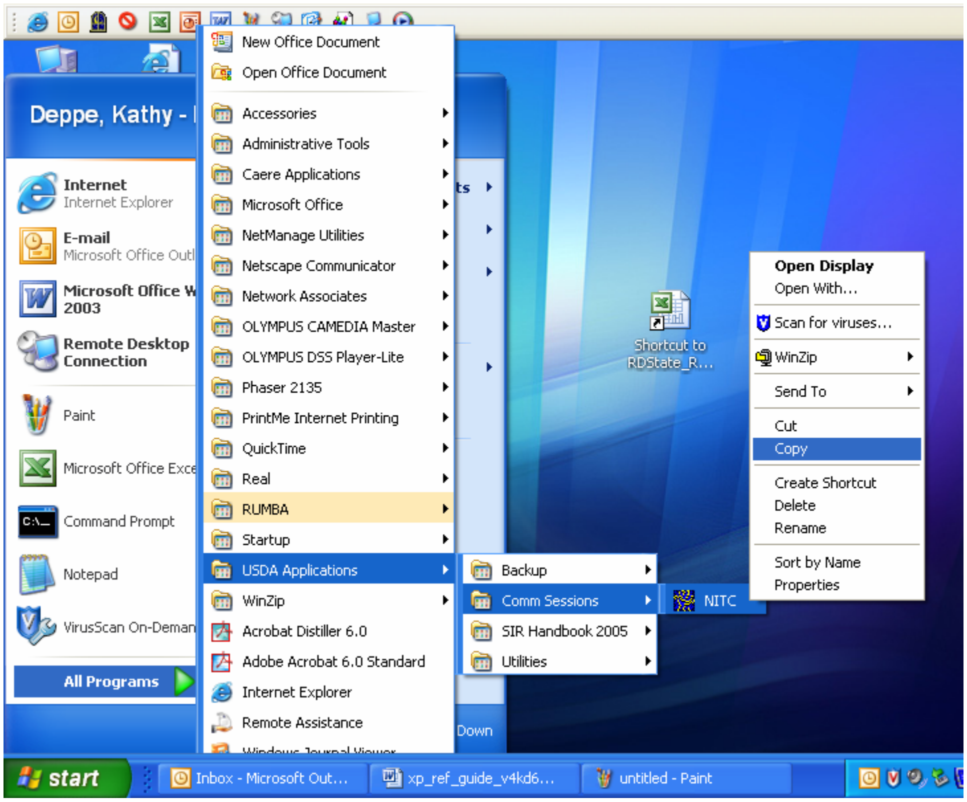


Figure 4.4.2.a – Copying Application to be Placed in the Toolbar

3. Right click on an **open area of the Quick Launch Toolbar**, then click on [Open Folder]. This will open the Quick Launch folder where the Toolbar shortcuts are located. Refer to the following screen print.

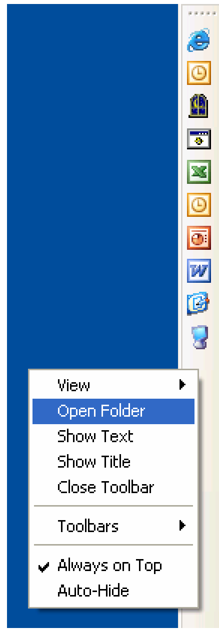


Figure 4.4.2.b – Open Up Quick Launch Toolbar Folder

4. Right click on an **open area on the right side of the Quick Launch folder**, then click on [Paste Shortcut]. This will add the application to the Quick Launch Toolbar.

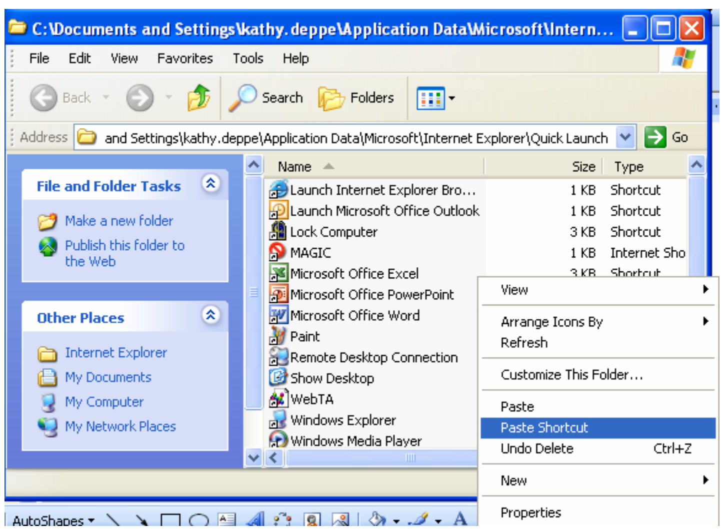


Figure 4.4.2.c – Paste Application in Quick Launch Folder

5. Close out the Quick Launch folder. You should now have the application added to the Quick Launch Toolbar.

4.4.3 Deleting Shortcut Buttons on the Quick Launch Toolbar

There may be an occasion where you need to delete a shortcut button on the Quick Launch Toolbar. To do so, perform the following steps:

1. Right click on the Shortcut Button you want to delete, then click on [Delete].
2. At the Confirm File Delete screen, click on [Yes].

4.4.4 RESTORING THE QUICK LAUNCH TOOLBAR

If you accidentally delete off the Quick Launch Toolbar, you can perform the following to restore it to the default location (right side of the desktop):

1. On the desktop, right click on [My Computer], then click on [Explore].
2. In the Folders Section, click on [Local Disk (C:)] ➔ [Program Files] ➔ [Microsoft Office].
3. On the right side of the Microsoft Office window, double click on [quickbar.exe]. A Dos Command screen will flash, the Quick Launch Toolbar will be restored and the Exploring Screen will close.

4.5 FINDING AND ORGANIZING FILES

Your computer is used to create and store information called files. Each document, spreadsheet, etc. that you create is a file. Files are grouped together and stored in folders so that they are easier to find.

Files and folders are stored on the following medias:

HARD DISK DRIVE - Also referred to as the hard drive, the hard disk is the location on your computer that stores information. The primary hard disk is generally referred to as the C:\ drive.

CD-ROMS - CD-ROMs (Compact Disc, Read Only Memory) are used to store information that's too big to fit on a floppy disk. The drive that can read CDs is called the CD-ROM drive. The D:\ drive is often allocated to the CD-ROM drive, as is the case with these workstations.

USB DEVICE – Flash drive that is used to store files using the usb port. This drive is typically labeled E:\.

FLOPPY DISKS - These refer to portable disks (sometimes called diskettes) that typically store up to about 1.44 MB of information. Current workstations no longer contain a floppy drive though some external floppy drives were purchased to be used. The floppy disk drive is generally labeled A:\.

The two main programs which files can be located and organized are MY COMPUTER and WINDOWS EXPLORER.

4.5.1 MY COMPUTER

To open MY COMPUTER, double click its icon on the desktop.

MY COMPUTER presents a picture of your computer (either in icon or list form). The list is divided into hard drives, devices with removable storage, network drives and other. Generally you will see:

- **Hard Drives** -- Local Disk (C:) – Represents the physical hard drive in the computer
- **Devices with Removable Storage** --
  - CD Drive (D:) – Represents the CD-ROM drive
  - CD Drive (N:) – Represents the Second CD-ROM (where installed)
  - Removable Disk (E:) – Represents the USB Media
  - Floppy Drive (A:) -- Represents the floppy disk drive, if available.

- **Network Drives --**
  - Data on \\servername (F:) - Represents a data directory on the server
  - Firstname.Lastname on \\servername (H:). Represents your home directory (where your user files are stored)
  - Shared on \\servername (S:) - Represents the shared directory on the local server

➲ *Network Drives shown with a red X through the drive are currently disconnected and not available for use.*

To view the information located on a particular disk or drive, simply double click its name or picture.

4.5.2 WINDOWS EXPLORER

Windows Explorer allows a user to see contents of disks/drives and manage them. While it appears complex at first glance, it is easy to analyze by dividing the window into sections. It is important to think of Windows Explorer like an automated Filing Cabinet — holding folders full of files to provide better organization of data.

To Start WINDOWS EXPLORER. . .

Click [Start] ➔ [All Programs] ➔ [Accessories] ➔ [Windows Explorer].

OR

Right click on [My Computer] and select [Explore].

OR

Click on the  button in the Quick Launch Toolbar.

The left pane of the EXPLORER window shows drives, folders, and system tools. Folders that have a + to the left of them contain subfolders that can also be displayed. The right-hand side of the screen displays the contents of the current drive or folder selected on the left-hand side.

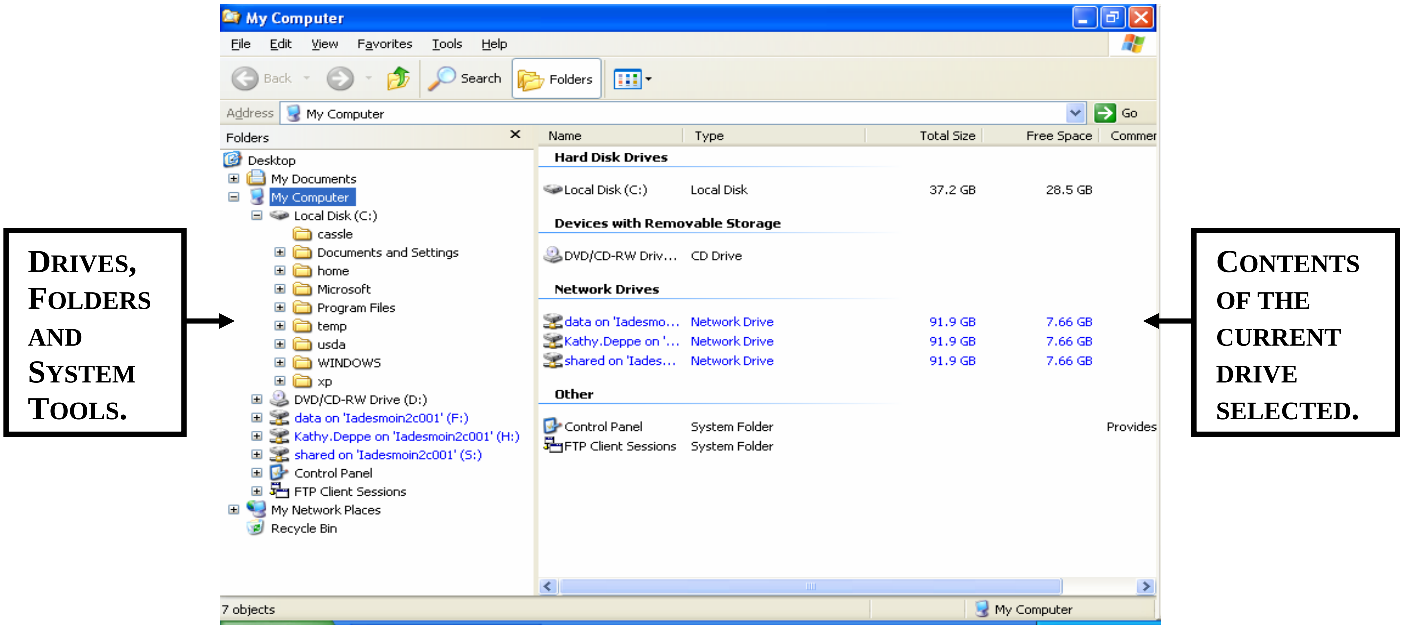


Figure 4.5.2.a - Windows Explorer

4.5.3 FILE MANAGEMENT COMMANDS

Files can be manipulated using either MY COMPUTER or WINDOWS EXPLORER. Standard commands (Delete, Rename, Cut, Copy, Paste, etc.) can be accessed from the File or Edit menu or by right clicking on a folder or file from within the window.

4.5.4 COPYING OR MOVING MULTIPLE ITEMS

At times you may wish to copy or move a group of folders or files all at once rather than repeating the process many times. Listed below are two different way to accomplish this task.

4.5.4.1 COPY/MOVE A CONTIGUOUS LIST OF FILES OR FOLDERS

1. From within Windows Explorer or My Computer, click the first file or folder in the list of files or folders that you want to copy or move.
2. While holding down the <Shift> key, click the **last file or folder in the list of files you wish to copy or move**. The first and the last items in the list, as well as all items in between, will be selected as a block and highlighted in blue.
3. Click [Edit] ➔[Copy] (to copy the files) or [Cut] (to move the files).
4. Navigate to the location you wish to copy/move the selection to.
5. Click [Edit] ➔[Paste].

4.5.4.2 COPY/MOVE NON-CONTIGUOUS FILES OR FOLDERS

1. From within Windows Explorer or My Computer, click the first file or folder in the list of files or folders that you want to copy or move.
2. While holding down the <Ctrl> key, click in turn on each of the files or folders that you wish to copy or move (the items do not have to be adjacent to one another). Each of the files/folders will be highlighted in blue as it is selected.
3. Click [Edit] ➔[Copy] (to copy the files) or [Cut] (to move the files).

4. Navigate to the location you wish to copy/move the selection to.
5. Click [Edit] ➔[Paste].

4.5.5 RESTORING FILES AND FOLDERS

If you accidentally (or even deliberately) deleted a file from the C:\ drive and find that you now need it, you can first try to retrieve the file yourself from the Recycle Bin. If you are unsuccessful at locating the file or files, ask an IT staff member to restore them from a backup tape or the workstation backup ".zip" file located on the server. Files deleted more than 10 days ago may not be available on a backup tape.

Important Notice!

Files deleted from the H:\ and S:\ Network Drives **DO NOT go to the Recycle Bin**. Be especially careful when deleting these files. Many times these files can be restored from a backup tape, but this is a very time consuming process. Files deleted more than 10 days ago may not be available on a backup tape.

4.5.5.1 FROM THE RECYCLE BIN

If you belong to a neighborhood or building recycling program, once you are done with an item (e.g., a soda can), you place it in a recycle bin. Until the contents of the recycling bin are picked up and carted away, you can pull that can out of the bin and reuse it. The Windows Recycle bin works the same way that a neighborhood recycling program works. In Windows, files that are deleted are sent to the recycle bin. Until the recycle bin is emptied, however, those files can be retrieved and reused.

Remember: Any files deleted from the Local Disk (C:) hard drive on the PC goes to the Recycle Bin.

Reminder: Files deleted from the H:\ or S:\ network drives do not go into the Recycle Bin.

If you want to . . .	***Do This***
Send files (or folders) to the Recycle Bin prior to deletion from the system SEE WARNING ABOVE ABOUT DELETING FILES FROM H: AND S:	Locate a file or folder you want to delete via Windows Explorer, My Computer, or the Search option on the Start menu. Click once on the file name to select it, then choose Delete from the File menu.
View the contents of the Recycle Bin	Double-click the Recycle Bin shortcut on the Windows desktop.
Retrieve files from the Recycle Bin and return them to their original location.	Open the Recycle Bin, highlight the file or files you want to retrieve, then click the File menu and select Restore.

If you want to . . .	***Do This***
Retrieve files from the Recycle Bin and put them in a different location	Open the Recycle Bin, highlight the file or files you want to retrieve, then select Cut from the Edit menu. Open the destination dropdown list and scroll to select the new destination, continue to expand folders until you reach the desired destination, then click the Edit menu and select Paste.
Empty the Recycle Bin manually*	Open the recycle bin, then select Empty Recycle Bin from the File menu.

* If the recycle bin is not emptied manually, the oldest files will automatically be deleted when the contents of the bin reach 3% of the hard drive capacity.

4.6 CANCELING A TASK

Occasionally the application you are working in "freezes up," failing to respond to any command. If that happens, follow these steps to shut down the application. Follow normal procedures to restart the application.

➲ *If you cancel a task that has a file open, the data will not be saved. Sometimes waiting for 15-30 seconds, the application may become active again.*

1. Press <Ctrl> + <Alt> + <Delete>.
2. From the Windows Security window, click [Task Manager].
3. From the Applications Tab in the Windows Task Manager window, click the application that is not responding (the Status will show Not Responding).
4. Click [End Task].

➲ *It may take a few minutes for the system to cancel the task. Please be patient.*

5. If a secondary dialog appears prompting you to wait or to end the task click the [End Task] button.

4.7 FORMATTING 3 ½ FLOPPY (A:) DISKETTES AND USB REMOVABLE DISK (E:)

Most diskettes are preformatted when purchased. Those that are not, or that have been formatted for a different operating system, must be formatted before they can be used. Use a 3½ inch, Double Sided, High Density (DS/HD) floppy diskette. A newly formatted diskette will store approximately 1.44 MB of data. Current workstations no longer contain a floppy drive though some external floppy drives were purchased to be used.

The only time it would be necessary to format a USB Storage Device is if the files contained on the device is corrupt. To format a USB Device, complete the following:

To format these medias, complete the following:

1. Insert the diskette into the floppy disk drive (internal or external), or if applicable, the USB Removable Disk into the USB port of the workstation.
2. From the desktop, double click [My Computer].
3. Right click the [3½ Floppy (A:)] or [Removable Disk (E:)] and select [Format] from the dropdown menu.
4. The **Capacity, File system, and Allocation unit size** fields will already be filled in and needn't be changed. Changing the Volume Label is optional. This assigns a name to the diskette/USB media.

➲ *It is recommended that you do not use the Quick Format or Create an MS-DOS Startup Disk options.*

5. After setting options, click [Start].
6. Click [OK] in response to the warning prompt that all data will be deleted.
7. Click [OK] to the message the formatting is complete.
8. Click [Close].

4.8 COPY FILES TO CD

Many of the workstations contain a writeable CD-ROM Drive which can be used to store files on a CD-ROM for archiving data; providing the data to another use or customer, etc.

➲ *To perform these steps you must have a CD-RW drive installed in your computer or be using an external CD-RW drive.*

1. **Insert a CD** into the CD-RW drive. (This can be either a CD-R (Readable Only) or a CD-RW (Read/Writeable).

➲ *A CD-R can only be written to once. A CD-RW can be written to multiple times.*

2. Open **Windows Explorer**.
3. Select the **file(s) to copy to CD**. For help with selecting multiple files, refer to Section 4.5.4, Copying or Moving Multiple Items.
4. Right click on the **selected files**, then select [Send to] ➔ [CD-ROM (Drive Letter:)]. This will put temporary files on the system to be burned to the CD and can be performed multiple times as necessary.
5. As files are copied, you will receive the following "Information" screen.

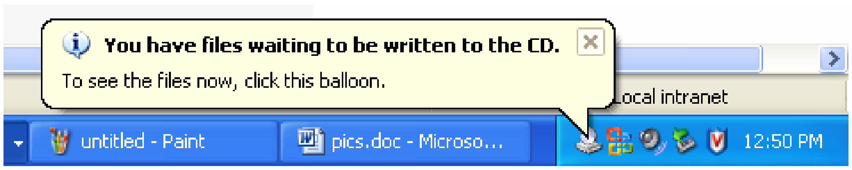


Figure 4.8.a – Balloon Message Indicating Files are Waiting to be Written to the CD

6. If you want to see the files immediately, click on the “i” balloon and the CD Writing Tasks screen appears.

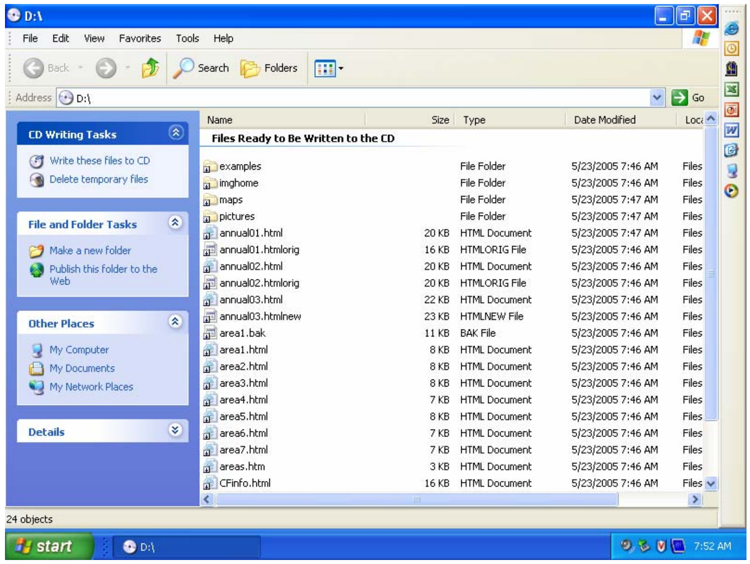


Figure 4.8.b – Creating CD Using Windows Explorer

7. Once all files have been “Sent” to the CD, click on the CD drive in the left side of Windows Explorer. The right side will display temporary files waiting to be burned to the CD.
8. Right click on the CD Drive, then select [Write these files to CD]. Refer to the following screen print.

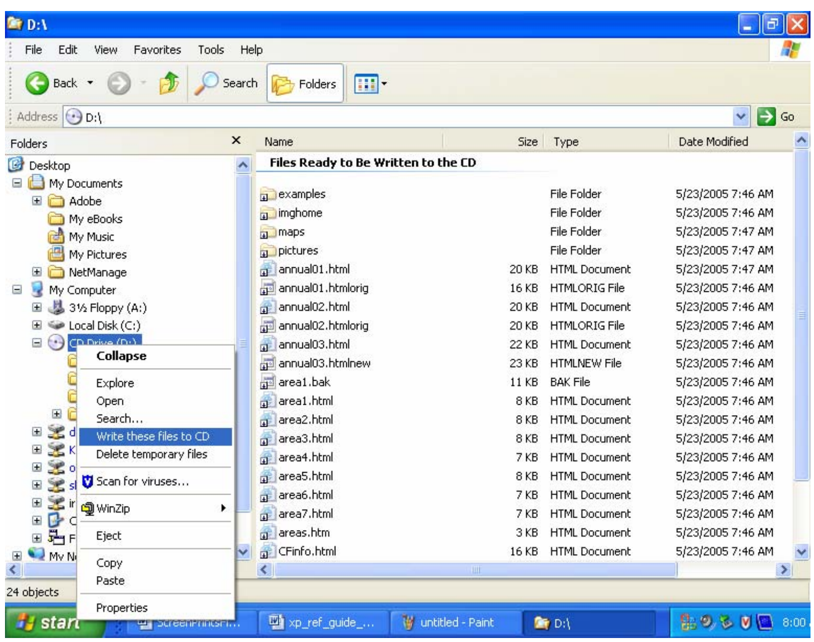


Figure 4.8.c – “Write these files to CD” Using Windows Explorer

9. The CD Writing Wizard will begin. Enter a name for the CD and click [Next].
10. The CD Wizard will begin creating the CD and will show the processing.
11. At the COMPLETING THE CD WRITING WIZARD screen, if you want to copy these same files to another CD, select [Yes write these files to another CD] (ONLY if you want to make an additional copy).
12. Once completed, click [Finish] and remove the CD from the CD-ROM drive.

4.9 ERASING READ/WRITABLE CDS

The following instructions can only be performed on CDs that are Read/Writable (RD-RW) and you must have a CD-RW drive installed in your computer or be using an external CD-RW drive.

1. Open Windows Explorer.
2. In the FOLDERS section on the left side, right click on [D:] drive, then select [Erase this CD-RW].
3. At the WELCOME TO THE CD WRITING WIZARD screen, click on [Next].
4. The CD Writing Wizard screen will appear showing the progress of the files being erased.
5. At the COMPLETING THE CD WRITING WIZARD screen, click on [Finish].
6. Remove the CD and close out Windows Explorer. The CD is now blank and ready to be reused.

5 THE USDA NETWORK

5.1 DIRECTORY STRUCTURE FOR C:\ DRIVE

The C:\ Drive is the hard drive of the workstation. It contains the necessary files to allow the computer to function. In addition, it contains the necessary application files to allow the use of programs such as Word, Excel, Outlook, and any other Agency Applications.

5.2 DRIVE PARTITIONS/MAPPED NETWORK DRIVES

A:\ = Internal/External Floppy 3 ½ Diskette Drive.

C: = the main hard disk NTFS partition.

D: = the CD-ROM drive.

E: = removable media such as the USB flash memory stick.

F: = \\Server\Data. The data folder contains the following subdirectories:

- Application Data
- Admin Data
- Recycler
- Service Center Themes
- Customer Files

H: = \\Servername\[firstname.lastname]. These represent the home directory for the individual.

N: = the Second CD-ROM drive (where installed).

S: = \\Server\Shared\, a shared folder storing files that can be shared by users with network access.

5.3 USING THE H:\ DRIVE (FIRSTNAME.LASTNAME ON \\SERVERNAME)

The default directory for each user is designated as his/her H:\ drive. This H:\ drive is a virtual drive that is mapped to a location on the server. Each user has his/her own directory on the server with security restrictions that limits access to the owner and system administrators.

This server based drive allows users to move between workstations and continue to have access to their documents. This ability will allow users not only mobility, but provides access to files regardless of workstation system failures.

Warning!!! Files on the hard drive of your workstation are no longer backed up. If you have a specific need to have files saved on your local workstation, it is YOUR responsibility to ensure that your IT Manager is aware of this need and has provided you with a backup method.

5.4 Using the S:\ Drive (\shared on \\servername)

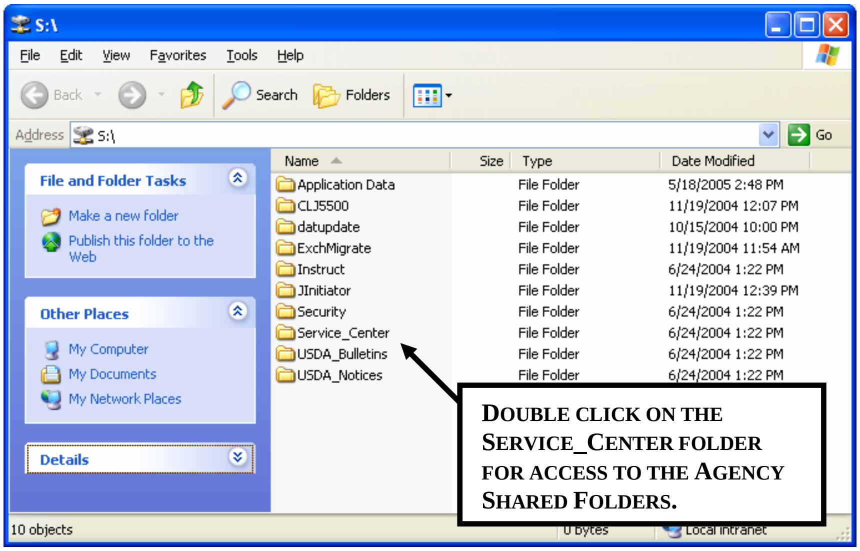


Figure 5.4.a - The S:\ Drive

➲ ***Important!*** *For files that should only be accessed by a specific Agency, the files must be stored under the S:\Service_Center\Agency Name folder. If the files are saved just under S:\ and or S:\Service_Center, then all employees can access them. Please keep in mind you risk the chance of having your files removed by someone else or sensitive data can be viewed at this location.*

The S:\ drive is mapped to a shared drive on the Windows 2000 Server. This shared drive provides a central point for storing files to be accessed by other employees. Each Agency has its own core folder on the shared drive. The shared files are located in the Service Center folder and are named for each agency. Employees are encouraged to use these shared folders to share documents, databases, pictures, etc. with their counterparts within their agency and throughout the service center.

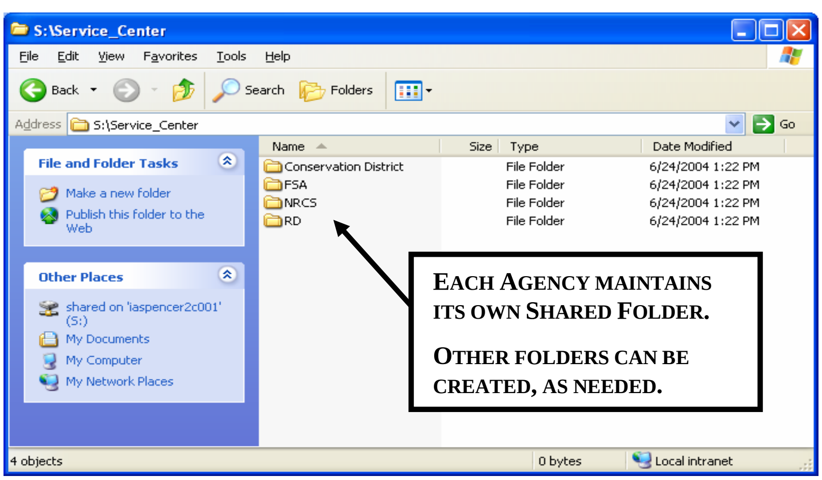


Figure 5.4.b - S:\Service_Center

➲ *Each Agency's folder has security restrictions that limit access to employees of that particular Agency. Employees that cross Agency lines will need to have permissions set to allow access to needed folders. When you need to share files with an employee in another Agency, simply store those files in the Service_Center folder.*

5.5 NETWORK CONNECTIONS

As you may have started to observe, network connections are critical to daily functions on the computer. A majority of the items used now depend on connectivity (user files, e-mail, printing, etc.).

If you are unable to access resources on the network, simple connectivity issues may be to blame. For more information regarding troubleshooting the network, see Section 16 – Troubleshooting.

5.6 USING THE CCE SERVER AS A TOOL

The implementation of the CCE Servers added resources to the USDA environment. With the addition of the servers, users now have centralized points for login, printer sharing/management, file sharing, etc. These centralized resources make overall network use and management easier for the IT staff and the users.

Centralized login provides users with the ability to login to any machine in the USDA domain and access their home directory and shared files. This login authority allows for a seamless transition for employees that work in multiple offices, regardless of frequency.

Users are encouraged to take full advantage of network resources available to them. Sharing files with counterparts has become as easy as saving files for your own use. Users can now add network printers without knowing the specific names of available printers.

The CCE servers provide a secure, stable environment for file storage. Users have access to ample amounts of storage space in a secure environment. Each user's home directory has security restrictions that limit access to the files to the user.

5.7 MY NETWORK PLACES

My Network Places is the starting point for access to essential network resources. Many enhancements have made My Network Places an easy tool to use tool as compared to its predecessor.

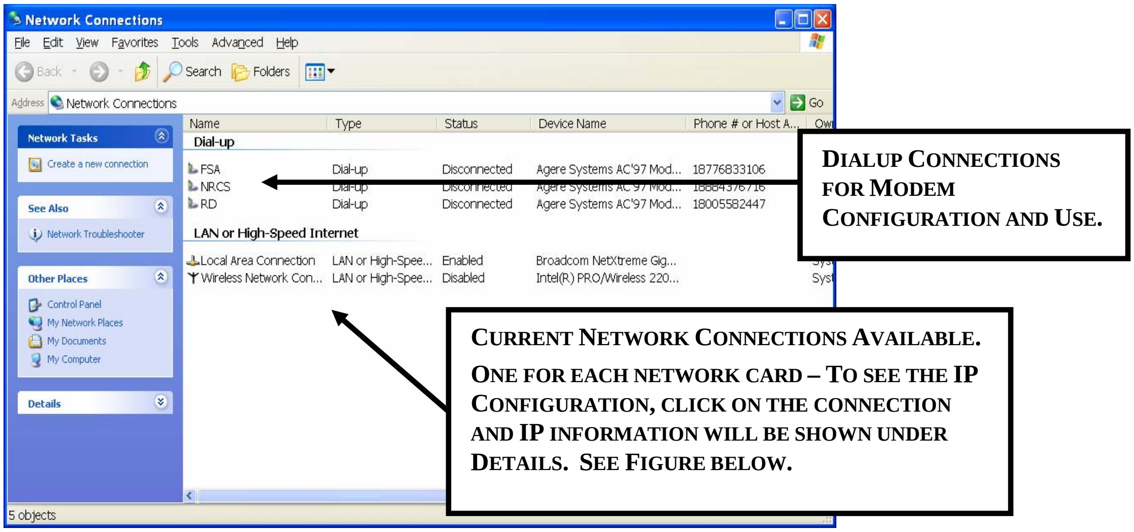


Figure 5.7.a - My Network Places

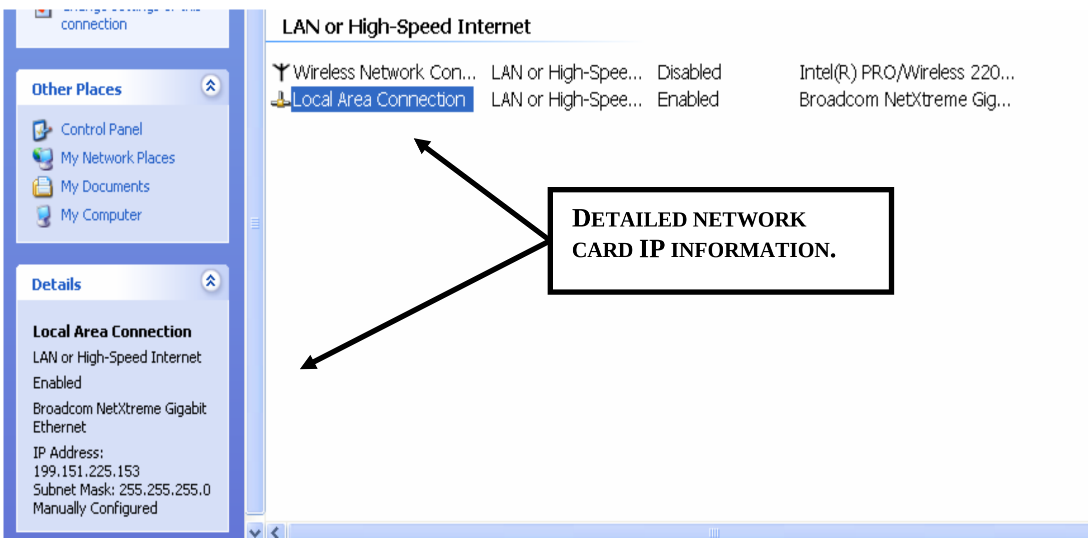


Figure 5.7.b – Detailed Network Card IP Information

5.8 ADDING NETWORK SHARES (MAPPING NETWORK DRIVES)

There are several ways to access information on the CCE Server and/or other computers that maintain shared resources. For resources accessed often, the quickest method is to "Map a Network Drive." Mapping a network drive is simply the process of assigning a drive letter to a shared directory. To add a network drive:

1. Open Windows Explorer.
2. Click [Tools] ➔ [Map Network Drive].

3. Select a **drive letter for the drive.**

➲ *It is recommended that you choose drive letter R:\ for shared resources. If you have multiple shared drives you may choose letters that represent the town name, share name, etc. While A:\ and E:\ shares are available on the list, it is not recommended that you choose these letters as they are removable devices and can interfere with the drive use.*

4. Type in the **location of the shared resource** (i.e. \\servername\shared, \\servername\firstname.lastname, etc.). Example: \\iabeltsvilc001\john.smith
5. Click **[Finish]**.
6. The network drive will be mapped and will automatically open in a new window.

➲ *Excessive network drive maps can affect the performance of a machine.*

➲ *If you are mapping a drive to another office Server's Shared folder, it will require the IT Staff to grant access rights to your user account for the remote server.*

5.9 VIEWING MESSAGES FROM THE SERVER (CONSOLE MESSAGES)

There are occasions where the network administrator needs to relay information to all users connected to the server. The network administrator will frequently use a tool called Console Message to provide these alerts. Generally these messages will be about problems with network resources (i.e. printer failures) or upcoming network outages (i.e. server reboot or maintenance). These messages come from the server and will display on your screen. You will need to click **[OK]** on these messages to remove them from your display.

WARNING! It is very important to read and understand Console Messages before choosing OK and continuing your work. These messages can inform you of upcoming network outages that might affect current work or resource availability. If you receive a console message that you do not understand, contact your local system administrator.

Figure 5.9.a – Sample Console Message (From the Server)

6 ACCESSING USDA APPLICATIONS

USDA applications can be accessed via the Program menu by clicking [Start] ➔ [All Programs] ➔ [USDA Applications], and then moving to the application of interest, and clicking on the desired application.

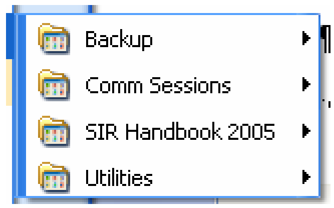


Figure 6.a - USDA Applications Menu

➲ *This is a sample of the USDA Applications menu. Menu options will vary based upon installed applications.*

Since each CCE machine is customized for the user(s) that work on it, USDA applications installed will vary for each machine. If you find that applications are not installed that are needed, contact an IT Staff Member.

7 REMOTE CONNECTIVITY AND FILE TRANSFER

7.1 RUMBA SESSION:

7.1.1 NITC

NITC is a Communications Session for accessing the National Information Technology Center Kansas City Mainframe.

1. Click [Start] ➔ [All Programs] ➔ [USDA Applications] ➔ [Comm Sessions] ➔ [NITC].
2. When finished with your session, click [Connection] ➔ [Disconnect].

7.1.2 NFC DIRECT ACCESS

NFC Direct Access is a new telnet connection tool that allows users to have a direct connection to the NFC Mainframe instead of logging into NITC and then selecting the option for NFC.

Once NFC Direct Access is installed, an icon is created on the user's desktop titled "NFC Direct Access" which will allow the user to connect directly to the NFC Mainframe. The user no longer needs a NITC userid to access NFC only.

If you do not have the shortcut on your desktop, you will need to notify your IT Staff Member so it can be installed.

7.2 FTP SESSION FOR AMAS CASH AND FOCUS (RD ONLY)

An FTP Session stands for "File Transfer Protocol" which is used to download AMAS Cash and FOCUS Reports on the mainframe for Rural Development.

7.2.1 CREATING FTP SESSION FOR AMAS CASH/FOCUS ONLY

➲ *These instructions must be followed at least once. Once the session has been created it can be shared with other users (changing accounts as necessary) and/or placed on the server for shared access.*

1. Click [Start] ➔ [All Programs] ➔ [Net Manage Utilities] ➔ [FTP Client] ➔ [FTP Client].
2. Double click [Make a New Session].
3. At the FTP CLIENT ADD-IN screen, click [Next].
4. At the CHOOSE CONNECTION screen, select [Connect Directly to Specific FTP Site or Host] and click [Next].
5. At the TYPE OF TRANSFER screen, select [Account] and click [Next].
6. At the IP ADDRESS OR HOSTNAME screen, type: ***165.221.4.12*** and click [Next].
7. Type the **username and password** and click [Next].

➲ *For AMAS Cash use the NIS ID assigned; ARDXSSCC where X=type of id, SS=state code, CC=office code, (i.e. ARD2303 for the third District Office in State 23), for FOCUS Only use your FOCUS ID and password.*

8. Click [Finish].
9. At the FTP CONNECTING screen, type in the username and password (these may be prefilled) and click [Connect].
10. Click [Tools] ➔ [Transfer Mode] ➔ [ASCII] to change the transfer mode to ASCII (once this has been changed you should see "ASCII transfer mode" on the bottom of the FTP window).
11. Click [Session] ➔ [Properties] to open the properties window for this session.
12. Click the [Advanced] Tab and put in the initial folder name:

➲ *For AMAS CASH, use ASL900.FTPDN.ARXSSCC (where the 00 are zeros and ARXSSCC is the ID used above)*

➲ *For FOCUS Only, use ASL900.FTPDN.ARXSSCC.P.AFXNNN (where the 00 are zeros, the ARXSSCC is the NIS ID and the AFXNNN represents the Focus ID for the User)*

13. Click [OK].
14. Right click on the session and select [Disconnect].
15. Close the FTP CLIENT screen.
16. Open the FTP CLIENT screen again, click on [FTP Sessions] so the session created is shown in the right hand side of the screen.
17. Right click on the session created and select [Rename].
18. Rename the Session appropriately (AMAS CASH or FOCUS Only) and then press <Enter>.
19. Close the FTP CLIENT screen.

7.2.2 CREATE A SHORTCUT TO AMAS CASH/FOCUS ONLY SESSION (CREATED ABOVE)

1. Right click on desktop and click [New] ➔ [Shortcut].
2. Browse to [c:\Program Files\Net Manage\Net Manage Utilities\DATA\FTP Sessions\ ], click on the name of the session you saved previously, then click [OK].
3. Click [Next], rename the icon if desired, and then click [Finish].

7.2.3 IMPORTING FOCUS MACROS INTO WORD (FOCUS.DOT) (ONCE PER USER ON PC)

1. Obtain the focus.dot file from the IT staff.
2. Copy focus.dot to c:\documents and settings\firstname.lastname\application data\microsoft\templates.

➲ *If Microsoft Word has not been opened by the user yet, the folder will not exist. If this occurs, simply open Word and then copy the file.*

3. Open Microsoft Word.
4. Click [Tools] ➔ [Macro] ➔ [Macros].
5. Click [Organizer...].
6. Click on the left [Close File] button (this will close the file in the left box). The button will change to [Open File]. Click on the button again and open the file focus.dot.

7. If the right side does not list normal.dot, follow the same procedure on the right hand button to open normal.dot in the right hand window
8. Select all of the macros from focus.dot (use your mouse to drag and select) and click [Copy] to copy them to normal.dot
9. Close the Organizer Window

7.2.4 ACCESSING AMAS CASH AND FOCUS REPORTS

1. Double click on the shortcut.
2. Input your ID and Password.
3. The folder desired should be displayed on the left side of the window.
4. If there are reports to download, they will be displayed on the right hand side of the window.
5. Right click on the file and select [Rename].
6. Rename the file with a .doc extension to make it a word document.
7. Double click on the word document to open it in Word.
8. Click <Alt> + <F8> to open the macros window. Choose the macro desired to reformat the report. Print the report and save if desired. Close Word.
9. When finished with the FTP files, right click on the session name and select [Disconnect].
10. Click [File] ➔ [Exit].

8 NON-USDA SOFTWARE APPLICATIONS - SETUP AND USE

8.1 ADOBE ACROBAT 6.0 STANDARD

The instructions listed below provide you the steps needed to convert a document to an Adobe Acrobat form. Documents need to be in their final form prior to conversion to Adobe as individual users will not have authority to make changes in an adobe file. However, regular users will have the option to make recommended changes to a document, similar to the AutoCorrect Option in word.

➲ *If you do not see the three Adobe Icons (see Figure 8.1.a) as instructed below you will need to click on [View] ➔ [Toolbars] ➔ [PDFMaker 6.0].*

If the PDFMaker 6.0 does not appear as a toolbar, click on [Tools] ➔ [Macros] ➔ [Macros]. Make sure the PDFMaker.dot (Global Template) is in the "Macros In": box; highlight [AddOur Toolbar] in the Macro Name list field and click [Run]. The toolbar will then be added.

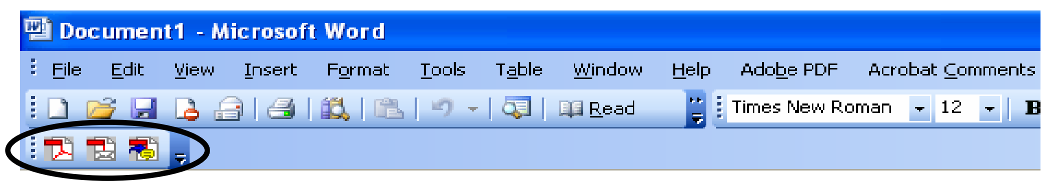


Figure 8.1.a – Adobe PDF Conversion Toolbar

Refer to the following on the different ways to covert PDF files.

8.1.1 CONVERT TO ADOBE PDF

1. In Microsoft Word, open up the **document you want to convert to a PDF file**.
2. Located on the toolbar, click on the **first icon**. Refer to the following screen print.

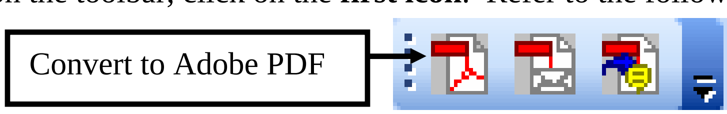


Figure 8.1.1.a – Convert to Adobe PDF Icon

3. At the SAVE ADOBE PDF FILE AS screen, change the Save in field to the location you want to save the file to. Keep the name the same if desired, then click [Save].
4. The file will then convert to a PDF file and open directly into the Adobe Acrobat Standard window.

8.1.1.1 CONVERT TO PDF AND EMAIL/REVIEW

The following two icons are used to convert a file to a PDF file, then email it to someone and also to email it to someone to review in the reviewing format.

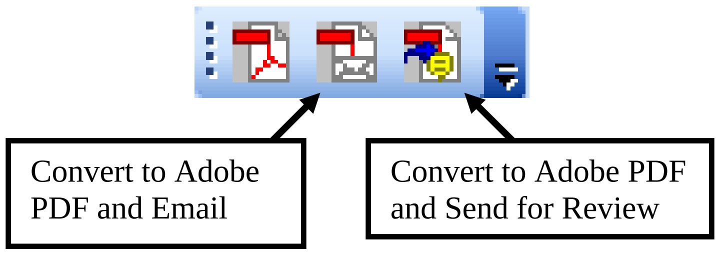


Figure 8.1.1.1.a – Additional PDF Icons

8.1.1.2 CONVERTING TO PDF VIA FILE PRINT

1. In Microsoft Word, open up the **document you want to convert to a PDF file**.
2. Click on [File] ➔ [Print].

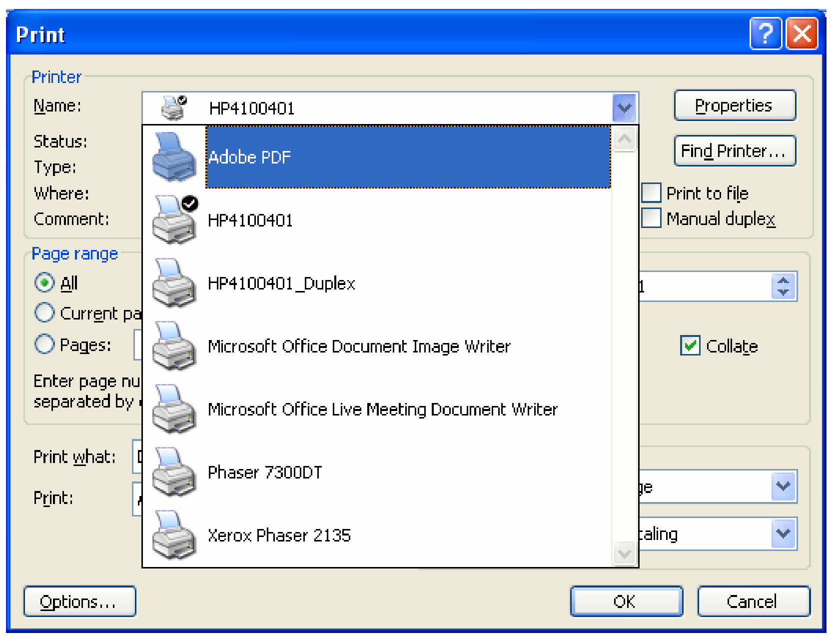


Figure 8.1.1.2.a – Adobe PDF Print Screen

3. Press the down arrow beside NAME: field and click [Adobe PDF] (see Figure 8.1.12.a)
4. Click [OK].
5. When conversion has completed your document will open up for viewing in Adobe Acrobat.

8.2 McAfee Use and Updates

The CCE Workstations have McAfee Antivirus software pre-loaded and running on them. McAfee is configured to automatically update its definition files from files located on a Central E-Policy Orchestrator Server, scan incoming files, and completely scan the hard drive on a weekly basis. The automatic update will occur between 10:00 am and Noon and then again between 5:00 and 7:00 pm.

VirusScan has been configured to automatically perform a full scan on the system at 6:00 pm every Tuesday. If the machine is not on, then the next time it is turned on, the scan will occur immediately. This will include laptops that are out of the office.

➲ *With Viruses, like other things, "The best offense is a good defense." Be careful when opening any e-mail attachment, EVEN if it is from a known and trusted source. If you are not expecting the attachment, call the sender to determine if it is a valid file. Do not use floppy disks that have not been scanned for viruses.*

8.2.1 Checking the Last Virus File Updates and Perform a Manual Update

Periodically, you may want to check to see if your virus definition files are being updated. This will ensure that you have the latest version of files to help prevent your computer from being infected. In cases where the latest version of files are not updated, instructions are also provided on how to run a manual update.

8.2.1.1 To Check the Definition/Data Files

1. Right click on the [VirusScan On-Access Scan Shield in the System Tray] and select [About VirusScan Enterprise].
2. The About VirusScan Enterprise Dialog Box will be displayed – the critical thing is to look at the Created on: date. Refer to the following screen print. This date should be less than a week old.

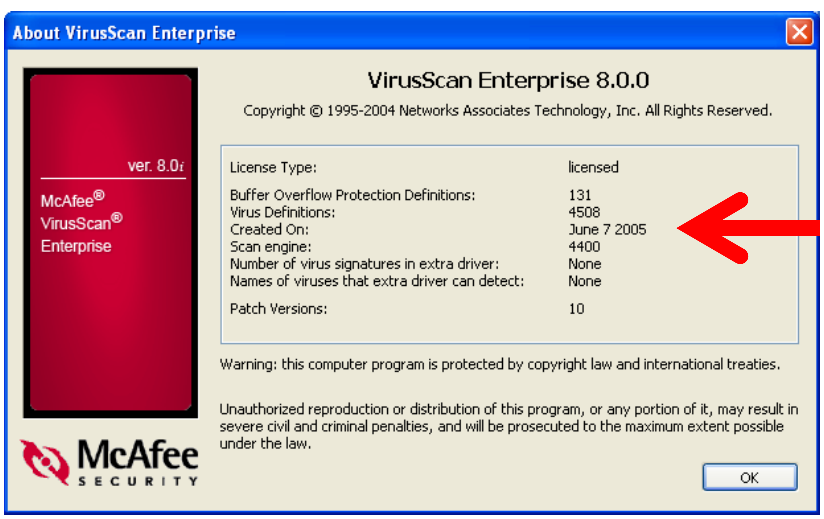


Figure 8.2.1.1.a – About VirusScan Enterprise Dialog Box

3. Make note of the CREATED ON: date.

   If the date is within a week, then click [OK].

   If the date is more than a week old, click [OK]; perform the steps in **Section 8.2.2** to run a manual update, then recheck the date by repeating the above steps. Compare with another workstation in the office. If still not updated, contact an IT Staff Member.

8.2.2 PERFORMING A MANUAL UPDATE

1. Right click on the [VirusScan On-Access Scan Shield in the System Tray]  and select [Update Now]. The following screen will appear.

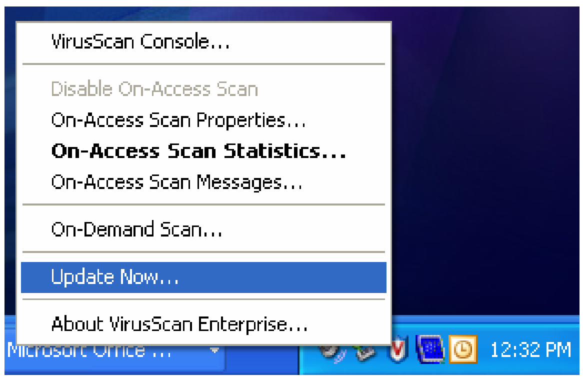


Figure 8.2.2.a – Update Now Menu Item

2. Once you receive the “Update Finished” message, click on [Close] (or wait 30 seconds and the screen will close automatically).

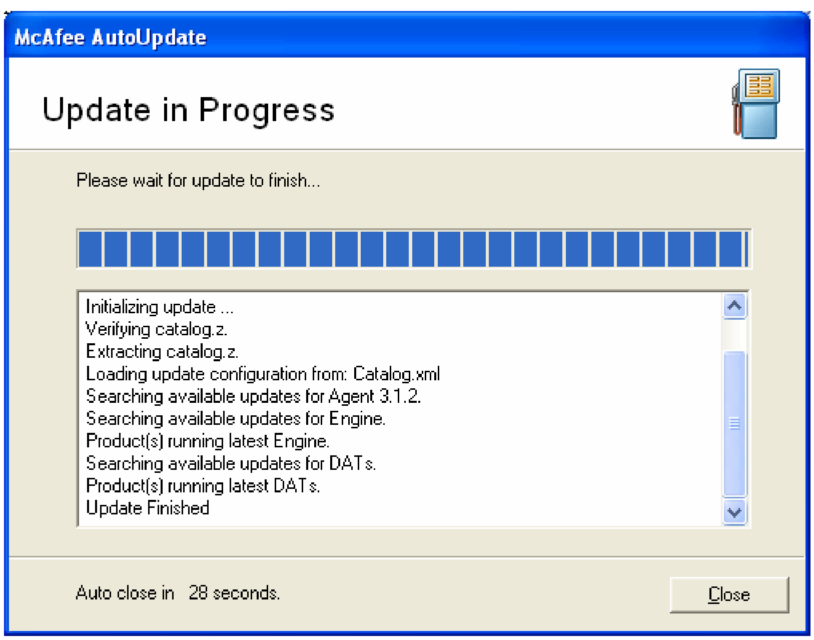


Figure 8.2.2.b – McAfee AutoUpdate in Progress Screen

3. Repeat the steps in **Section 8.2.1** above to verify the definition/data files updated.

8.2.3 Performing a Manual Virus Scan

There may be an occasion where you want to perform a manual scan on all local drives of your computer or just a specific drive of your computer.

VirusScan has been configured to automatically perform a full scan on the system at 6:00 pm every Tuesday. If the machine is not on, then the next time it is turned on, the scan will occur immediately. This will include laptops that are out of the office.

8.2.3.1 Performing a Manual VirusScan on "All Local Drives"

The default is setup to perform a scan on "All local drives" which includes Local Disk (C:) drive; CD/DVD drive(s); floppy drives, and/or removable media drives. To perform a manual scan on all local drives:

1. Click [Start] ➔ [All Programs] ➔ [Network Associates] ➔ [VirusScan On-Demand Scan].

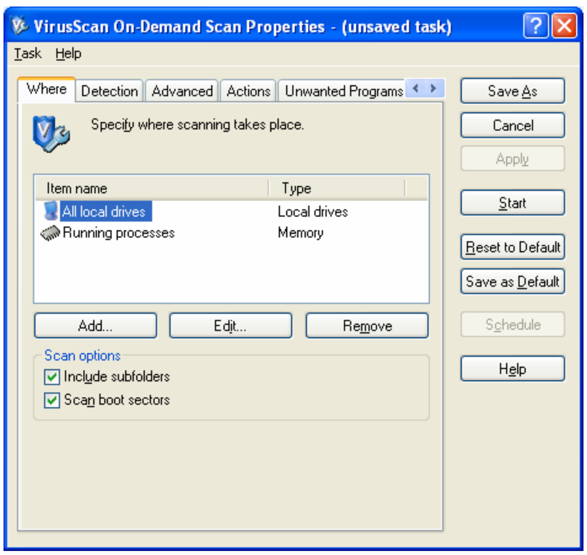


Figure 8.2.3.1.a – VirusScan On-Demand Scan Properties Screen

2. With [All local drives] highlighted, click on [Start]. The following screen will appear.

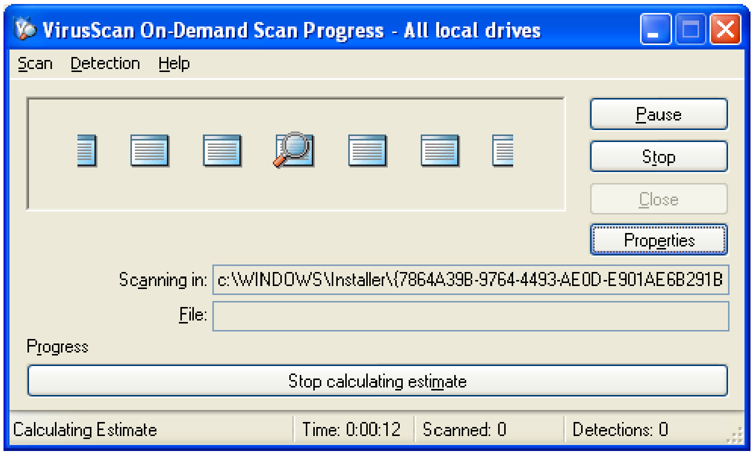


Figure 8.2.3.1.b - All Local Drives Manual Scan Screen

3. Once the scan has completed, you should see the following screen change. If a virus is detected, contact an IT Staff Member immediately. If no virus was detected, click on [Close], then close out the VIRUSSCAN ON-DEMAND SCAN PROPERTIES screen.

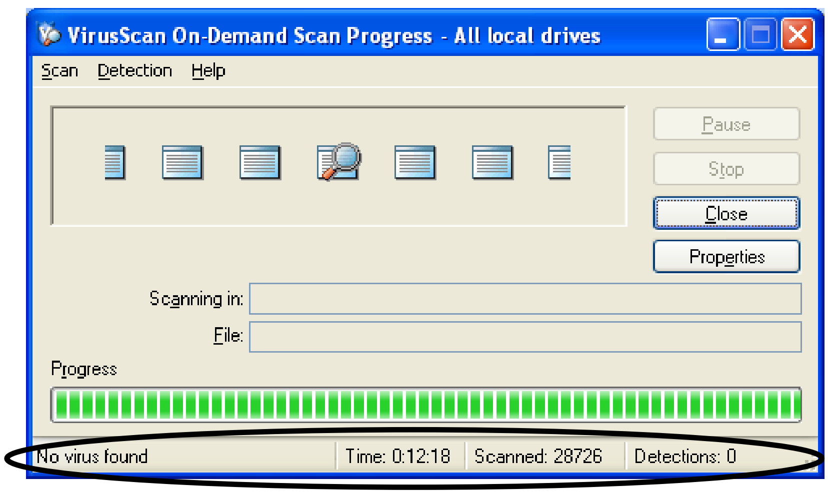


Figure 8.2.3.1.c – All local drives – No virus found screen

8.2.3.2 PERFORMING A MANUAL VIRUSSCAN ON A SPECIFIC DRIVE (I.E. CD/DVD, FLOPPY A:, ETC.)

To perform a manual scan on a specific drive (i.e. CD/DVD drive, Floppy A: drive, removable media, etc.), you will need to complete the following. The screen prints in this section will show the example of scanning a CDROM.

1. Click [Start] ➔ [All Programs] ➔ [Network Associates] ➔ [VirusScan On-Demand Scan].

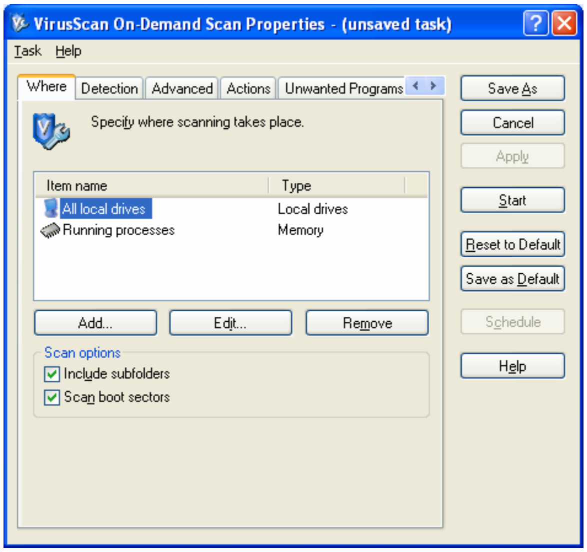


Figure 8.2.3.2.a – VirusScan On-Demand Scan Properties Screen

2. Click on [Edit].
3. At the EDIT SCAN ITEM screen, click on the down arrow by the Item to scan field, and select [Drive or folder].
4. In the LOCATION field, type in the [drive letter:\ ] of the drive you want to scan or click on [Browse] and browse to the drive. Refer to the following screen print.

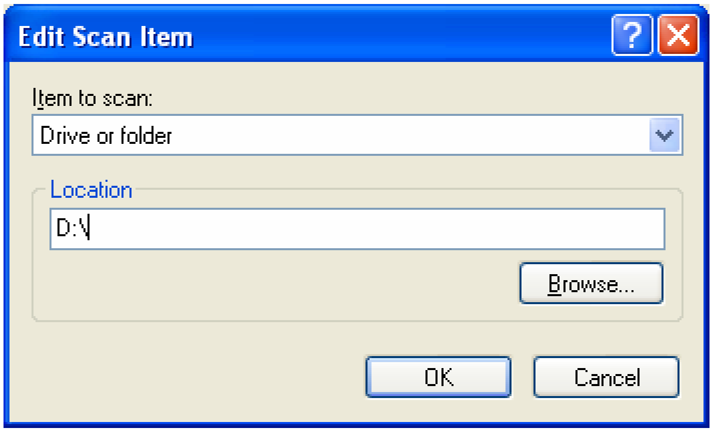


Figure 8.2.3.2.b – VirusScan On-Demand Edit Scan Item Screen

➲ *For other drives, substitute the D:\ with the drive letter of the drive you want to scan.*

5. Click on [OK].
6. With [D:\ ] highlighted, click on [Start]. The following screen will appear.

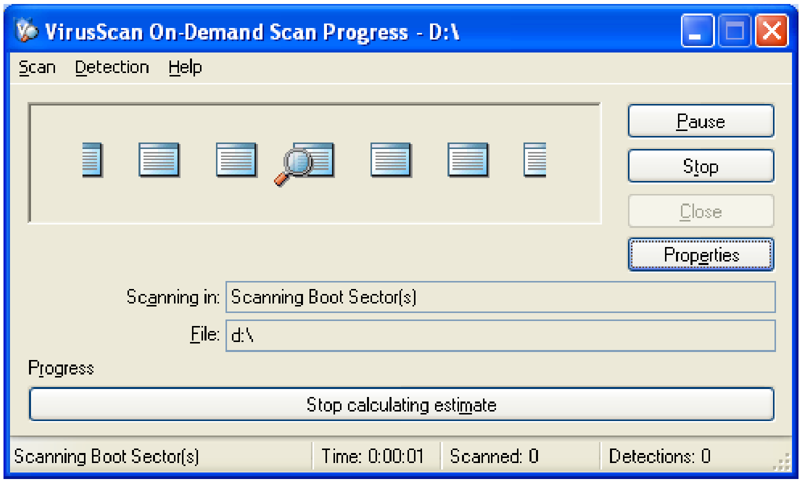


Figure 8.2.3.2.c – VirusScan On-Demand Progress of D:\ Screen

7. Once the scan has completed, you should see the following screen change. If a virus is detected, contact an IT Staff Member immediately. If no virus was detected, click on [Close], then close out the VIRUSSCAN ON-DEMAND SCAN PROPERTIES screen.

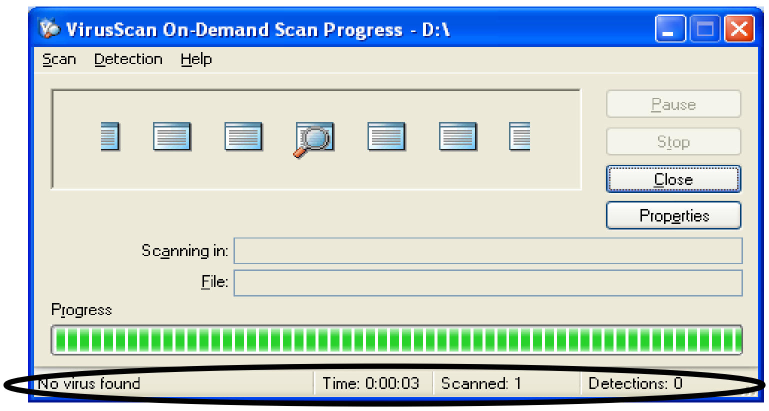


Figure 8.2.3.2.d – Specific drive (D:\) – No virus found screen

8. At the VIRUSSCAN NOTIFICATION screen asking if you would like to save the changes, click on [No].

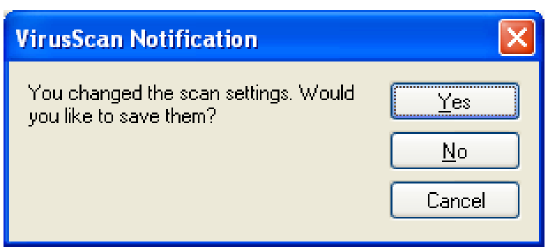


Figure 8.2.3.2.e – VirusScan Notification Screen

8.3 NETMEETING

With NetMeeting, you can actively participate in discussions, work in shared programs with NetMeeting features like a whiteboard, and share data over the Internet. You can also talk to people by using audio, video, or chat.

Before using NetMeeting, each user needs to configure NetMeeting with individual name and email preferences.

1. Click [Start] ➔ [All Programs] ➔ [Accessories] ➔ [Communications] ➔ [NetMeeting].

➲ *If you receive the NetMeeting – Not in a call screen immediately, then the configuration has been completed. Close out the screen, otherwise, continue to the next step.*

2. At the NETMEETING ENABLES YOU TO COMMUNICATE... screen, click [Next].
3. At the NETMEETING – ENTER INFORMATION ABOUT YOURSELF... screen, type in your first name, last name, email address and **your location** as State Agency City (i.e. IA RD Des Moines), then click [Next].
4. At the NETMEETING – A DIRECTORY SERVER LISTS PEOPLE... screen, verify the [Log on to a directory server when NetMeeting Starts] is checked, then change the DIRECTORY name to [nmd.usda.gov].
5. Click [Next].
6. At the NETMEETING – SPECIFY THE SPEED OF YOUR CONNECTION... screen, select [Local Area Network] and click [Next].
7. At the NETMEETING – TO HELP MAKE NETMEETING EASIER TO FIND... screen, remove the checkmark in front of [Put a shortcut to NetMeeting on my Quick Launch bar] and click [Next].
8. Click [Next] through all of the Audio Tuning Wizard screens, changing settings as needed, then click [Finish] at the final Audio Turning Wizard screen.
9. The NETMEETING – NOT IN A CALL screen will open. Click on the [X] to close out the screen.

8.4 WINDOWS MEDIA PLAYER (ADDITIONAL CONFIGURATION)

You can use Microsoft® Windows Media® Player 10 to play and organize digital media files on your computer and on the Internet. In addition, you can use the Player to play, rip, and burn CDs; play DVDs.

Prior to using Windows Media Player, additional steps are required to finalize the configuration of Windows Media Player. Please perform the following steps when prompted the first time.

➲ *Please remember there are specific licensing and copyright issues with using digital media. These items also take up disk space and should be limited in use.*

1. At the THANK YOU FOR CHOOSING WINDOWS MEDIA PLAYER 10 - SUPPLEMENTAL END USER LICENSE AGREEMENT screen, click on [I Accept].

Figure 8.4.a – Supplemental End User License Agreement Screen

2. At the WELCOME TO WINDOWS MEDIA PLAYER 10 screen, click on [Next].

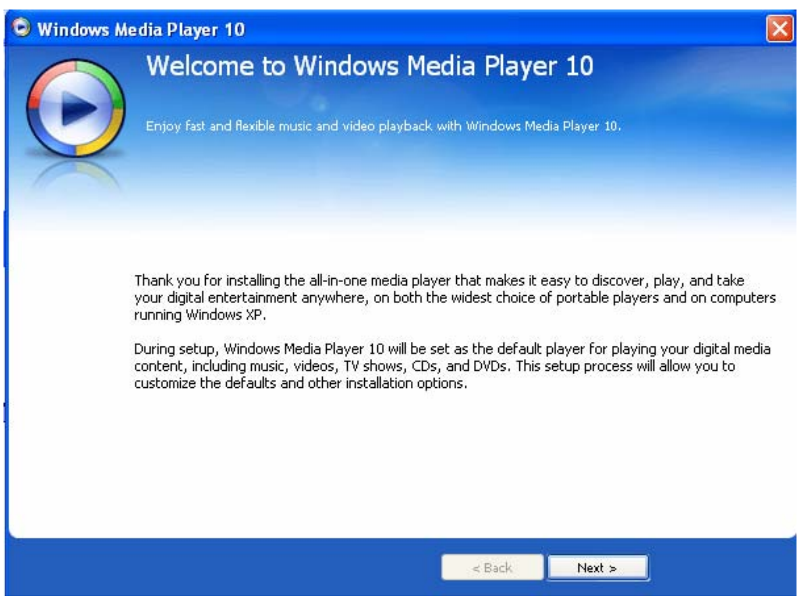


Figure 8.4.b – Welcome to Windows Media Player 10 Screen

3. At the SELECT YOUR PRIVACY OPTIONS screen, remove the checkmark in front of Display media information from the Internet; Update my music files by retrieving additional media information from the Internet; and Acquire licenses automatically for protected content, then click on [Next]. Refer to the following screen print.

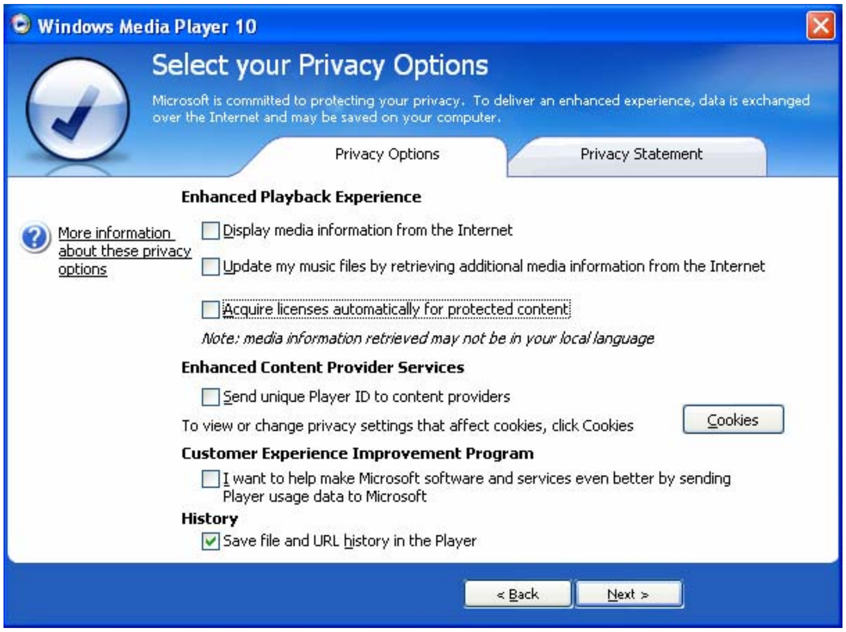


Figure 8.4.c – Select your Privacy Options Screen

4. At the CUSTOMIZE THE INSTALLATION OPTIONS screen, leave all items check and click on [Finish].

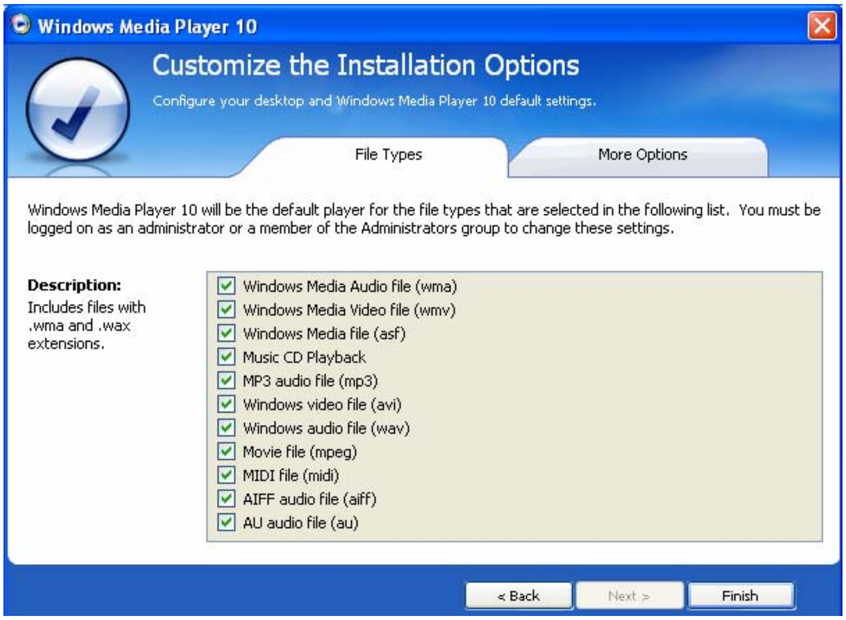


Figure 8.4.d – Customize the Installation Options Screen

8.5 WINZIP

WinZip is a tool included on your workstation that is used for file compression. Compressing files makes a significant difference when sending large items to other users. Compressed files are generally referred to as a "Zip" file or an archive.

8.5.1 CREATING A ZIP FILE

1. Open Windows Explorer.
2. Navigate to the **folder that contains the file(s)** to be added to the zip file
3. Select the files(s) desired (For help with selecting files, see Copying or Moving Multiple Items).
4. Right click on the selection and choose [Win Zip] ➔ [Add to (suggested filename).zip].

   (This will create a zip file based upon default settings. To customize your zip file and/or file name, perform steps 5&6).
5. Right click on the selection and choose [Win Zip] ➔ [Add to Zip File...].
6. The Add dialog box will display. Type a name for the archive (Generally there will be a path for the file displayed and you only need to add the name of the file) and click [Add].

➲ *If you need to change the location where the file should be saved, click on the [New] button.*

*Make sure the "Save full path info" option **is not selected**. This will allow the person receiving the file to be able to extract the file to any location they choose.*

➲ *Zip files can be saved and transmitted just like any other file. If you are sending a zip file to a non-USDA recipient, that recipient can obtain tools to extract the file from www.winzip.com.*

8.5.2 OPENING A ZIP FILE

1. Open Windows Explorer
2. Navigate to the folder that contains the Zip file to be opened.
3. Double click on the file name.
4. A WinZip dialog box will open displaying the files contained in the zip file. To save all of the files, click [Extract]. (If you only want to save a portion of the files, select the files desired prior to choosing Extract).
5. The Extract dialog box will open and display a path where the files will be saved. *This path can be changed by typing a new path or navigating to the new location in the folders/drives box.* Once the correct path is shown, click [Extract].

8.6 QuickTime Player – Configuring the Connection Speed

The first time you go into QuickTime Player, you will be prompted to set the Connection Speed. You will need to perform the following steps:

➲ *This will only need to be performed once*

1. Access QuickTime Player by clicking on [Start] ➔[All Programs] ➔ [QuickTime] ➔ [QuickTime Player].

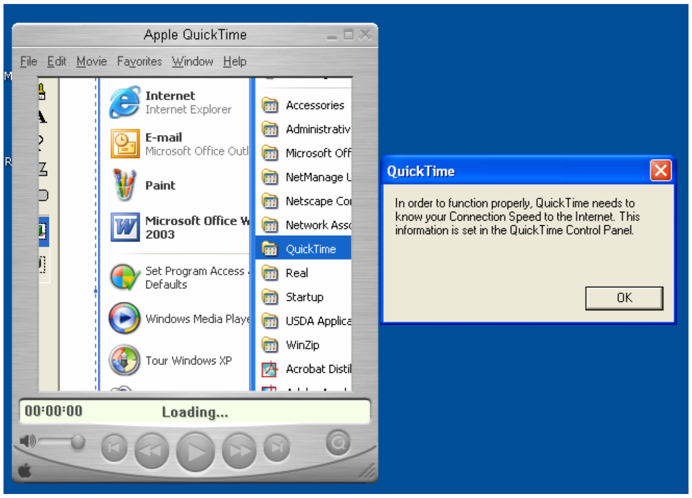


Figure 8.6.a – QuickTime Message

2. Click [OK].

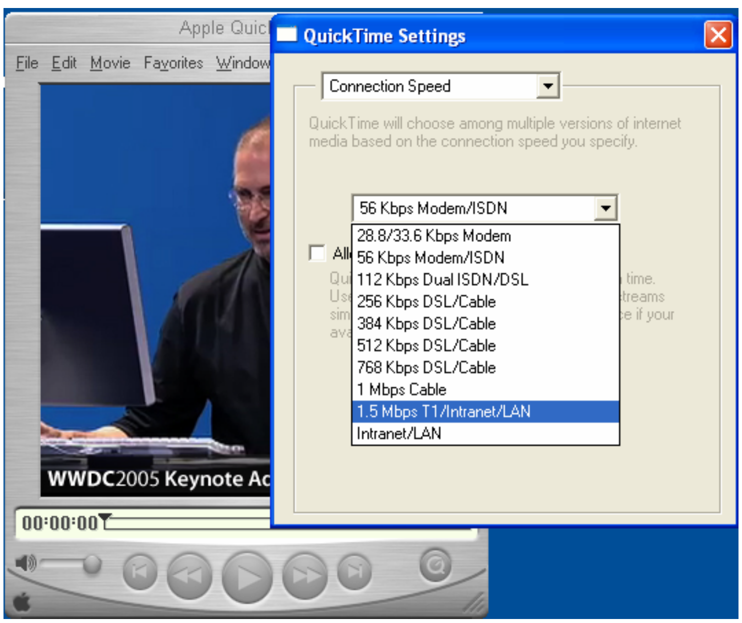


Figure 8.6.b – Selection of Connection Speeds

3. Select the Connection Speed for the appropriate location by clicking on it.

➲ *Most Service Center Offices will use the 1.5 Mbps T1/Intranet/LAN connection. Some offices with less than five staff may be on a 256 Kbps DSL/Cable connection. Modem dialup would be 56 Kbps Modem/ISDN*

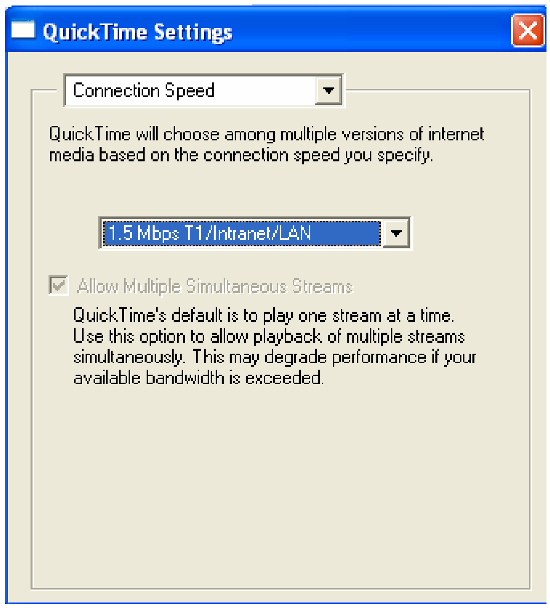


Figure 8.6.c – Example of a Connection Speed

4. Close out the QUICKTIME SETTINGS screen by clicking on the [X], then click [File] ➔ [Exit] to close out QuickTime.

8.7 ARCGIS 9.0 DESKTOP RECONFIGURATION

The first time the user goes into ArcMap they will get an ArcGIS Desktop pop-up message stating that Windows is running configuration. Windows will start to configure ArcGIS on the system (this process takes a few minutes), then they will get a message stating that they need to insert the ArcGIS Desktop Installation CD. When they insert the CD (it will either start the configuration or they will have to click OK or retry, can't remember, they just need to follow the screen). After a few minutes everything will close and ArcMap will open. This can all be done under the local user account, no administrator logon is required.

This only applies to ArcGIS 9.0. ArcGIS 8.3 works fine after the update is installed.

9 PRINTING

From the Print dialog box, you can change your default printer (the printer that the job is automatically sent to if you don't choose a printer), check the status of a print job, and cancel a print job.

There are two types of printers available for use by Windows based programs, local and network. Local printers are physically connected to the PC, while network printers are connected to another PC or server on the network. A local printer appears with the printer name and/or type. A network printer will appear as the "printer name on server name". Refer to the following screen print.

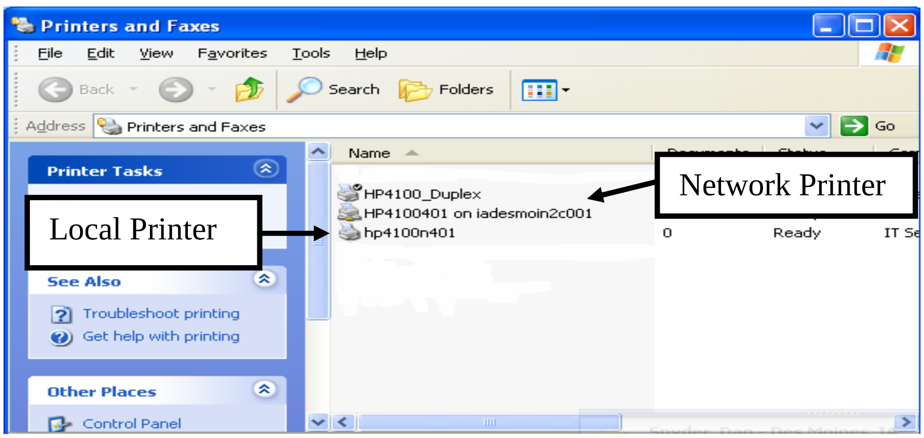


Figure 9.a – Difference Between Local and Network Printers

➲ *A network printer can be added while logged on as a Regular userid. A local printer must be installed by an IT Staff Member.*

9.1 TO ADD A NETWORK PRINTER

1. Click [Start] ➔ [Printers and Faxes] to open the Printers dialog box showing the available printers (in list or icon format).

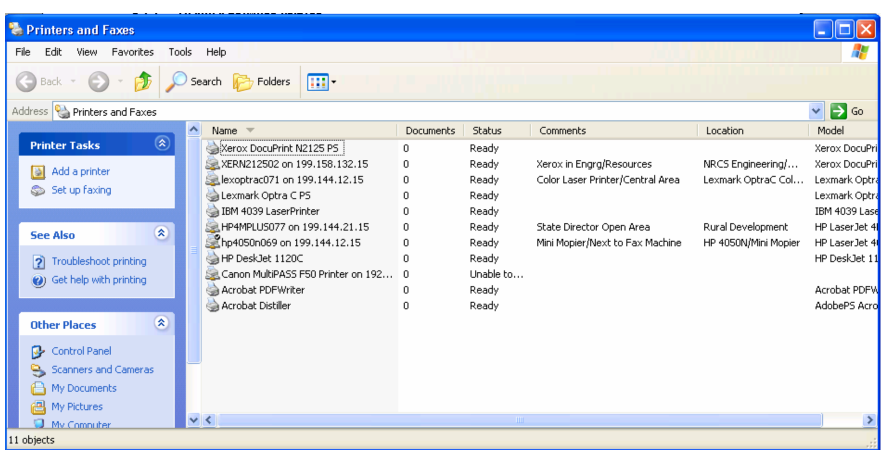


Figure 9.1.a - Printers and Faxes Dialog Box

2. Click [Add a printer] in the navigation pane.
3. At the **WELCOME** screen, click [Next].
4. At the LOCAL OR NETWORK PRINTER screen, click [Next].

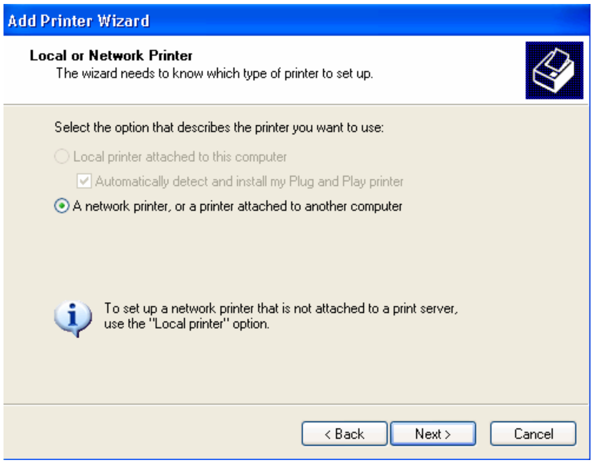


Figure 9.1.b - Local or Network Printer

➲ *This box will be defaulted to "A network printer." Only system administrators have the permissions needed to add local printers.*

5. At the SPECIFY A PRINTER screen, click [Connect to this printer...], then in the Name: field, type: ***(Server Name)***\ Example: \\iadesmoin2c001\. A list of printers installed on the server will appear. Refer to the following screen print.

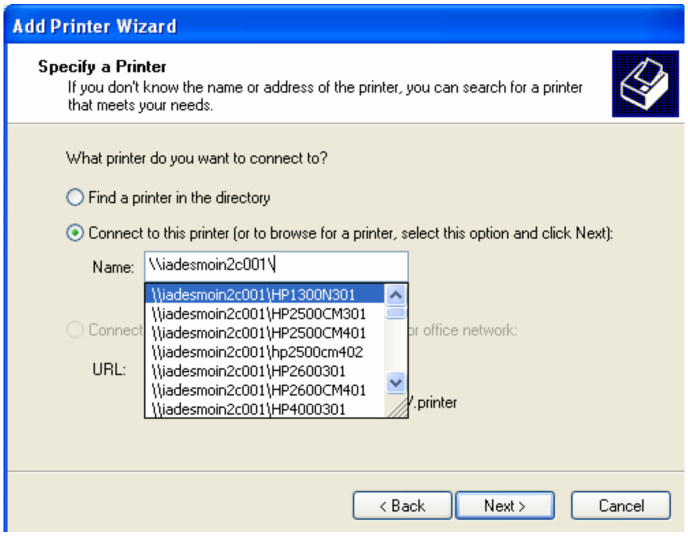


Figure 9.1.c - Specify A Printer

➲ *You can also type in the IP Address of the server instead of the Server Name (Ex: \\199.151.225.15\).*

6. Click on the desired printer from the list and then click [Next].
7. Make the appropriate selection on the Default Printer box (if shown) and click [Next].

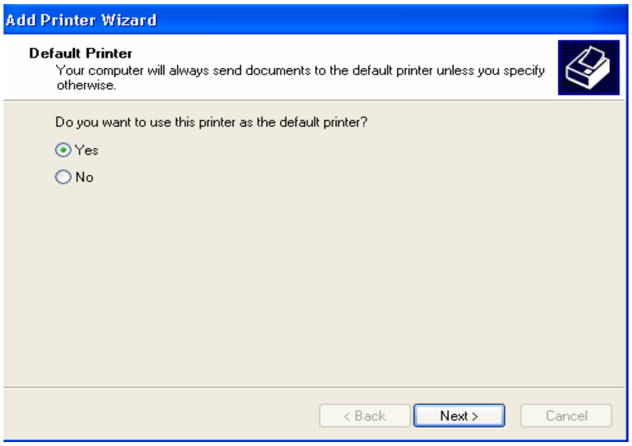


Figure 9.1.d - Default Printer Dialog Box

8. At the COMPLETING THE ADD PRINTER WIZARD screen, verify that the desired printer is shown and click [Finish] to complete the installation.

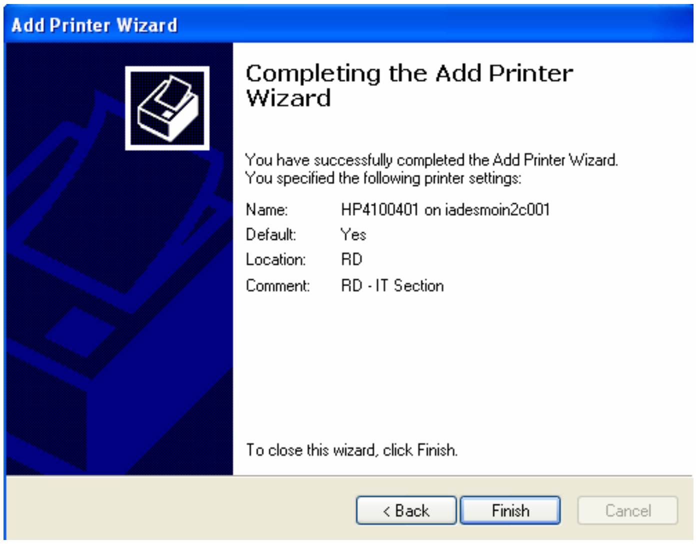


Figure 9.1.e - Completing the Add Printer

➲ *These steps can be used as many times as necessary to add all desired printers. They can also be used by laptop users when visiting another USDA site to find local printers in that site.*

➲ *If you are connected to the USDA network, you can send a print job to a printer in another site if you have a connection and sufficient permissions. This can alleviate the need to use a fax machine to transmit some documents.*

➲ *If you receive the error message below, XP drivers for the printer have not been installed on the server. Contact an IT staff person to notify them of the printer and error message received.*

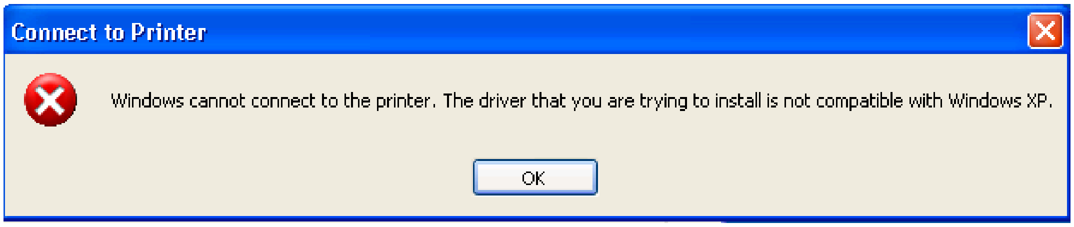


Figure 9.1.f - Possible Printer Driver Error Message

9.2 TO CHANGE THE DEFAULT PRINTER

1. Click [Start] ➔ [Printers and Faxes] to open the **PRINTERS AND FAXES** dialog box showing the available printers (in list or icon format).
2. Right click the desired printer and select [Set as Default Printer].

➲ *Once a new default printer is chosen, all new Windows print jobs will be sent to that printer, unless redirected manually in an application.*

9.3 TO CHECK THE STATUS OF A PRINT JOB AND/OR THE STATUS (AVAILABILITY) OF A PRINTER

1. Click [Start] ➔ [Printers and Faxes] to open the PRINTERS AND FAXES dialog box.
2. The dialog box displays printers installed, the number of documents waiting to be printed, status of the printer, comments and location (where available).
3. Double click the **printer icon of the printer desired**.
4. Look under the Document Name column to locate a document of interest.
5. Check the information appearing in the Status column for that document.

9.4 DELETING A PRINT JOB

1. Click [Start] ➔ [Printers and Faxes] to open the Printers and Faxes dialog box.
2. Double-click the **printer icon of the printer to which a job was sent**.
3. Select from the list in the printer dialog box, the name of the document for which you wish to stop printing.
4. Click on [Document] ➔ [Cancel].

➲ *Only the owner of the document and/or a system administrator can delete specific print jobs. If your own print job cannot be canceled, contact your local system administrator.*

9.5 USING DRAG AND DROP PRINTING

Drag and Drop printing can be used to drag a document to a printer shortcut on the desktop. When the document is "dropped" onto the printer shortcut it will automatically be sent to the printer. This is an efficient way of printing documents that are frequently updated, etc. using desktop shortcuts.

1. Click [Start] ➔ [Printers and Faxes] to open the Printers and Faxes dialog box.
2. Right click on the printer desired and select [Create Shortcut].

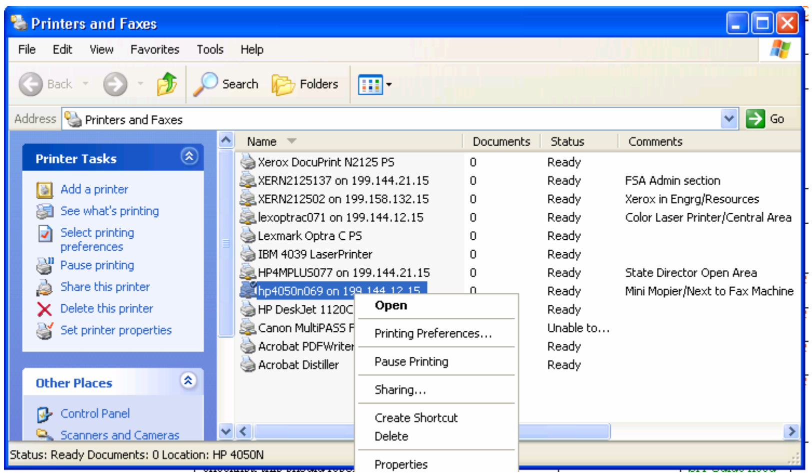


Figure 9.5.a - Create Shortcut to Printer

3. At the **SHORTCUT** dialog box, click [Yes] to Create Shortcut on Desktop.

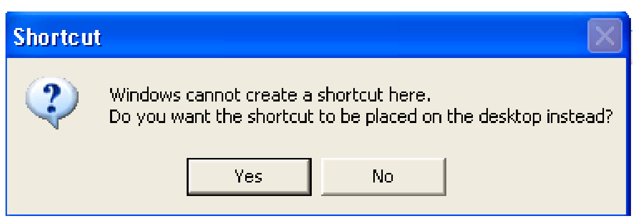


Figure 9.5.b - Shortcut Dialog Box

9.6 SENDING A FILE DIRECTLY TO THE PRINTER (I.E. POSTSCRIPT .PS FILES)

➲ *FSA Employees receive files in .ps formats. These files can be printed in three simple steps, saving the files, mapping a printer and sending the saved file to the printer.*

➲ *On some workstations the LPT1 port gets automatically mapped to a printer when a user logs onto the system and would not require steps 2-5 to be performed. To determine if this is the case, you can click on [Start] ➔ [Run] and then type:* cmd *and press* <Enter>*. At the command prompt type:* net use *and press* <Enter>*. If the system responds with a printer map to lpt1 then steps 2-5 can be ignored. Type:* exit *and press* <Enter> *to return to the desktop.*

1. Save the file in an accessible location (i.e. S: or H:).
2. Click [Start] ➔ [All Programs] ➔ [USDA Applications] ➔ [Utilities]➔ [Map Printer to LPT1].
3. In the Servers section, click on the [Servername]. A list of shared printers for the server will appear in the Printers section.
4. Click on the printer you want to map to Lpt1. You should then receive the LPT1 MAPPED TO <PRINTERNAME> screen. Click on [OK].

➲ *If the printer was not shared at the time it was installed on the printer, the printer name will not appear in the Printers section.*

5. The selected printer will now show mapped to LPT1. Click on [Close].
6. Using Windows Explorer, browse to find the saved file. Right click on the file and select [Print to LPT1]. The file will automatically be sent to the printer mapped in Step 4.

10 USING INTERNET EXPLORER

Internet Explorer is the default Internet browser supported by the CCE XP workstation configuration.

10.1 WORKING WITH FAVORITES

The Favorites folder can be used to organize links to:

- ♦ Frequently visited web pages
- ♦ Folders and/or drives on the local workstation
- ♦ Folders and/or drives on network computers/servers

The Favorites folder can be accessed from several places on the computer: My Computer, My Network Places, Internet Explorer, etc.

➲ *Accessing Favorites from Outlook has been removed. We have included Section 10.1.1 below on how to add Favorites to the Outlook Menu Bar.*

In addition to accessing favorites from other windows, the Favorites folder can be accessed by clicking [Start] ➔ [Favorites].

➲ *Do not rename the Links folder. Internet Explorer uses this folder as the basis for the Links toolbar.*

10.1.1 ADDING FAVORITES TO THE OUTLOOK MENU BAR

With this new version, Favorites no longer show on the menu bar in Outlook. This can be manually configured by performing the following steps:

1. While in Outlook, click on [View] ➔ [Toolbars] ➔ [Customize].
2. Click on the [Commands] tab.
3. In the CATEGORIES section, click on [Menu Bar].
4. In the COMMANDS section, click and drag [Favorites] up to the menu bar. This can be placed anywhere. Example below shows it placed between Tools and Actions.

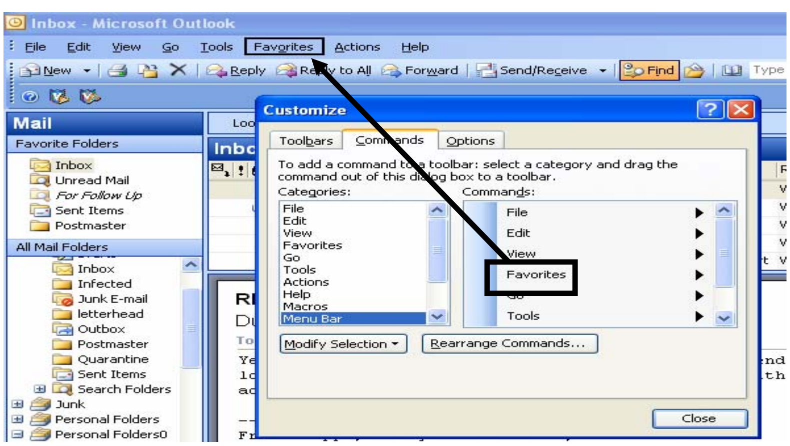


Figure 10.1.1.a – Drag Favorites to the Menu Bar

5. Click on [Close].

10.1.2 ADDING TO THE FAVORITES FOLDER

The Favorites folder contains a folder called "Links" by default. Items in the Links folder are displayed on the Links toolbar.

10.1.3 ADDING A WEB PAGE TO THE FAVORITES FOLDER

1. From Internet Explorer, go to the Web Page.
2. Click [Favorites] ➔ [Add to Favorites].
3. In the Add Favorite dialog box, type the **name desired for the link**.
4. Click [OK] to add the web site to the favorites.

10.1.4 ADDING A FOLDER OR DRIVE TO THE FAVORITES FOLDER

1. Open My Computer or My Network Places.
2. Select the Drive or Folder for the desired link.
3. Click [Favorites] ➔ [Add to Favorites].
4. In the Add Favorite dialog box, type the **name desired for the link**.
5. Click [OK] to add the web site to the favorites.

10.1.5 OPENING FAVORITES

Items on the Favorites Folder can be opened by selecting the link from the favorites menu in a window, or using the Favorites Explorer bar.

When a link is chosen that references a web site, Windows XP will automatically connect to the Internet and open the window in Internet Explorer.

10.1.6 ORGANIZING FAVORITES

Once you have started using Favorites, you may find that you have added so many that it is hard to find the item that you are looking for. To keep the Favorites Folder easy to use, it is best to organize the folder. To manipulate the favorites list:

1. Open Windows Explorer or My Computer.
2. Click [Favorites] ➔ [Organize Favorites].
3. In the Organize Favorites dialog box, choose the link to be moved and click [Move to Folder].
4. In the Browse for Folder dialog box, click the destination folder and then click [OK].

Other management tasks available in the ORGANIZE FAVORITES dialog box:

- Create a new folder: Click the [Create Folder] button and type a name for the new folder
- Rename: Click the [Rename] button to rename the link or folder
- Delete: Click the [Delete] button to delete the selected item, then click on [Yes] in the dialog box to confirm the deletion

11 USING NETSCAPE NAVIGATOR

Internet Explorer and Microsoft Outlook have become the default browser and e-mail client for CCE systems. There may still be occasions where you need to use Netscape Navigator.

11.1 USING NETSCAPE NAVIGATOR

1. To use Netscape Navigator, click [Start] ➔ [All Programs] ➔ [Netscape Communicator] ➔ [Netscape Navigator].
2. If you receive CREATING A NEW PROFILE screen, perform **Steps 3 – 7**. Otherwise, skip down to Step 8.
3. Click [Next].
4. At the ENTER YOUR NAME AND EMAIL ADDRESS screen, do not input any information, click on [Next].
5. At the CHOOSE A NAME AND DIRECTORY FOR YOUR PROFILE screen, change the Profile Name field to ***h:\netscape*** For laptops/tablets that are storing files on the laptop, type: ***c:\home\firstname.lastname\netscape***
6. Click [Next].
7. At the SET UP YOUR OUTGOING MAIL SERVER screen, click on [Next].
8. If you receive the THE DIRECTORY YOU SPECIFIED... screen, click [Yes].
9. At the SET UP YOUR INCOMING MAIL SERVER screen, click on [Next].
10. At the NAVIGATOR IS NO LONGER REGISTERED TO HANDLE ... screen, place a checkmark in front of [Do not perform this check in the future], then click on [Yes].

12 USING MICROSOFT OUTLOOK (E-MAIL)

The following information pertains to the use of Microsoft Outlook 2003.

The XP Update 2 installation will convert the current configuration. There are many enhancements and the screen displays will be different than what you have been used to in the past. Information has been provided if you want to change the settings to look similar to what you have been using.

12.1 USING OUTLOOK/EXCHANGE IN OFFLINE MODE

Offline means that the inbox, deleted items, calendar, tasks and the outbox folders are all synchronized to an .ost file on the users hard drive. This gives the user the ability to work with Outlook and all the user data locally and then sync to the server. The 2 major advantages to this are: 1) Performance on a network that is slow or unreliable, and 2) The ability to work when the network is not present.

The question of offline vs. online; the answer depends on two things:

1. **Laptop –** This is a must. There is no purpose in a laptop if you can't take mail functionality with you.
2. **Network -** What is the network response like in your office? No two offices are the same. Some offices struggle with slow response back to the datacenters and some do not. Slow response or time outs will affect the end users experience with Outlook/Exchange. In online mode the user may experience dialog boxes that pop up and lock Outlook or just overall poor performance.

What tasks can be performed in Offline mode?

Almost all Outlook tasks can be performed in offline mode. Offline has the ability work with all the Outlook folders including sending/receiving mail and calendar.

What options do I lose by going Offline?

As you may expect going into offline mode you will lose some functionality. The three major losses of functionality are Out-of-office rules; access to free/busy and sharing of calendars. Loss of access to free/busy means when inviting someone to a meeting you can't see if they are busy at that time. You can still send invites to a meeting but you will have to rely upon their acceptance as an indicator that they are not busy.

Can I do both online and offline?

Yes. When Outlook is started, if configured as instructed in Section 12.1.1, it will prompt you to choose Connect (Work Online) or Work Offline.

This does mean that for a particular session of Outlook it is one or the other, but that doesn't stop the user from changing to a different choice. There is an option at the bottom right hand side of the Outlook window where you can change from Online to Offline or visa versa without having to close out Outlook.

The procedure to setup offline folders should have already been performed during the migration to Microsoft Exchange. The following screen should appear when you first log onto Outlook.

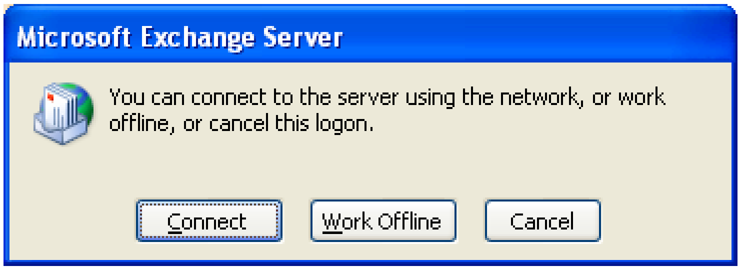


Figure 12.1.a - Connect or Work Offline Screen

If this screen does not appear, you will need to perform the steps in Section 12.1.1.

12.1.1 CONFIGURING OUTLOOK TO WORK OFFLINE:

1. In Outlook, on the [Tools] ➔ [E-mail Accounts].

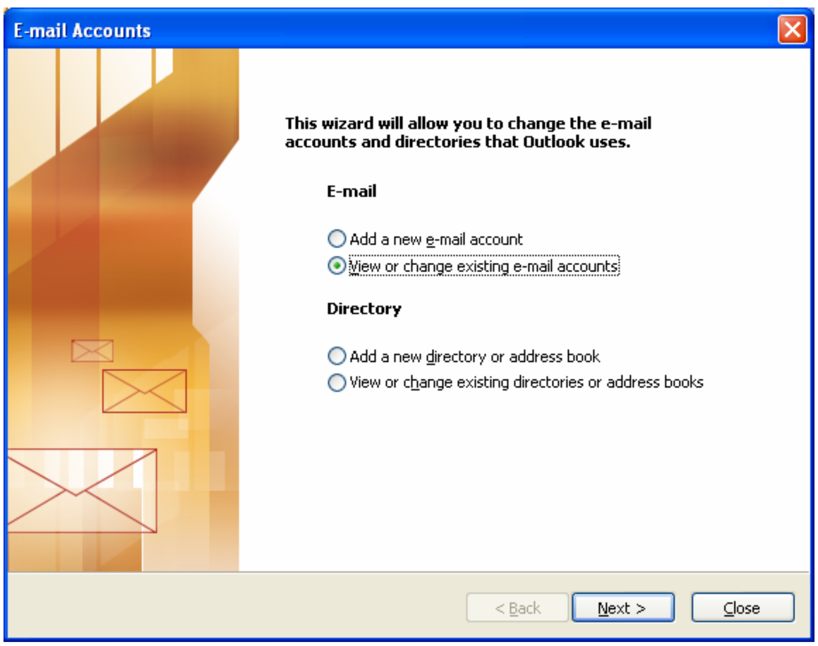


Figure 12.1.1.a - E-mail Accounts Screen

2. With [View or Change existing email accounts] selected, click [Next].
3. Click [Change].
4. Place a checkmark in front of [Use Cached Exchange Mode].

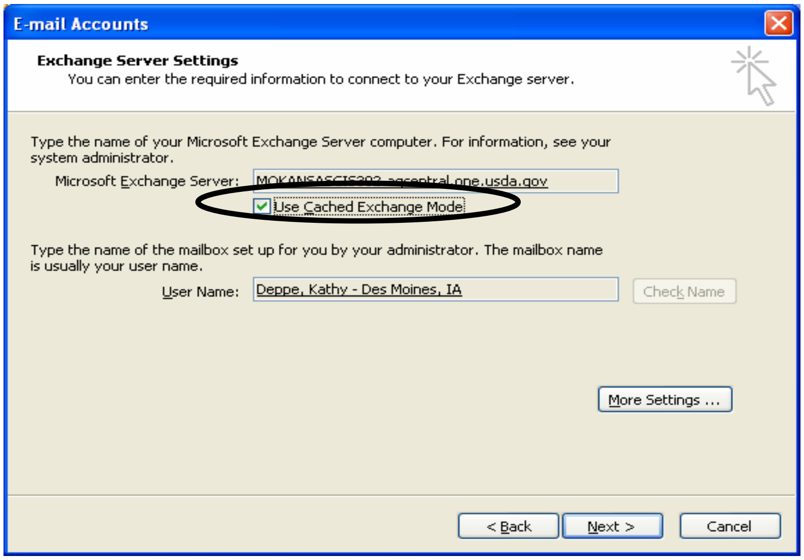


Figure 12.1.1.b - Use Cached Exchange Mode Selection Screen

5. Click [More Settings].

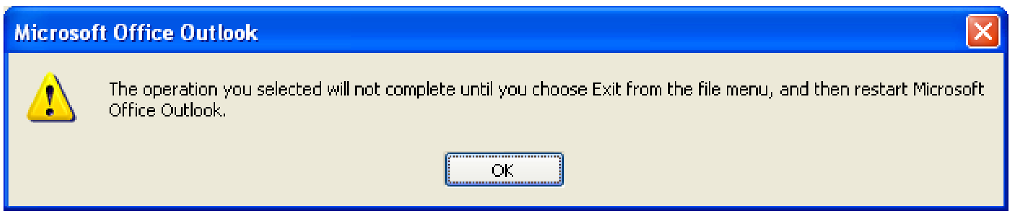


Figure 12.1.1.c – Restart Outlook Message

6. Click [OK].

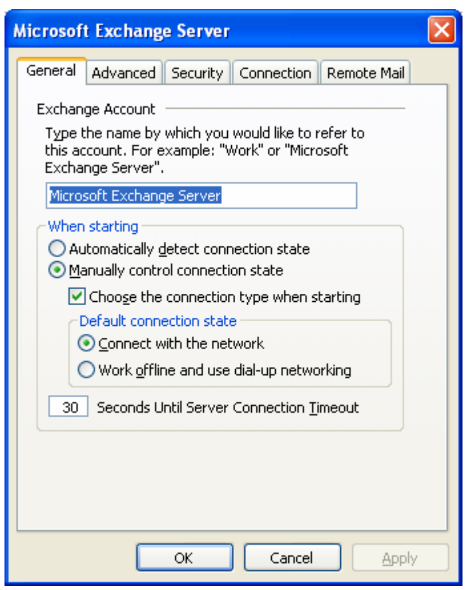


Figure 12.1.1.d - Microsoft Exchange Server General Options

7. Click the radio button next to [Manually Control Connection State].
8. Choose the check box next to [Choose the connection type when starting].
9. Click the radio button next to [Work Offline and Use Dial-up Networking] (even though you may/or may not be using a network).
10. Click on the [Advanced] tab.

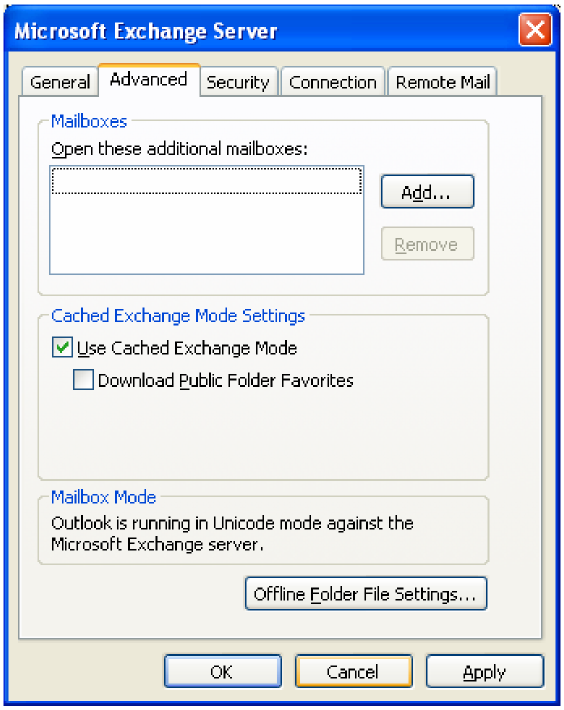


Figure 12.1.1.e – Microsoft Exchange Server Advanced Tab

11. Click on the [Offline Folder File Settings . . .] button at the lower right hand corner of the window.
12. Click on [Browse]
13. By the LOOK IN: field, click on the down arrow, then click on [Local Disk (C:)].
14. Below the Look in: Local Disk (C:) field, double click on [Documents and Settings]; double click on your [firstname.lastname], then double click on [Outlook].
15. Click on [Open].

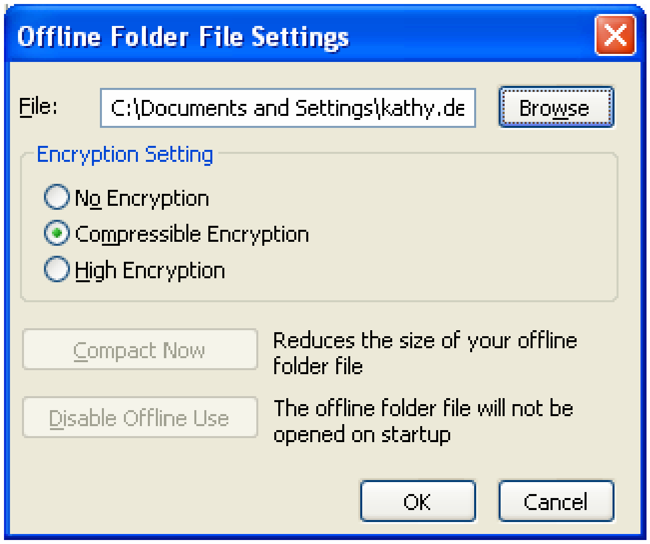


Figure 12.1.1.f – Offline Folder File Settings Window

16. Click [OK].
17. Click **[Yes]**.
18. Click **[OK]**.
19. Click [Next].
20. Click [Finish].
21. Click the **[Send/Receive]** button to synchronize the ost with the Exchange Server.

➲ You must do this send/receive before exiting Outlook and going offline or Outlook will not open properly. If this happens, you must reconnect and go online before you can open Outlook.

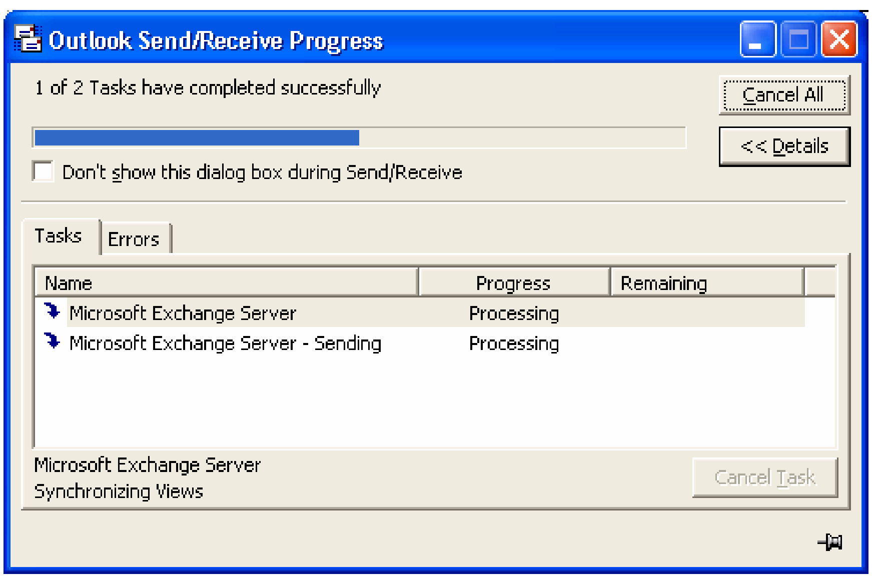


Figure 12.1.1.g – Outlook Send/Receive Progress Screed

12.2 Schedule Automatic Send/Receive Synchronization

The synchronization should be set to no more than every 15 minutes. Setting to less than 15 minutes will undermine the advantage of offline as Outlook will be constantly trying to sync and on an unreliable network that could cause poor performance of Outlook.

Perform the following to verify the automatic synchronization has been set up.

1. In Microsoft Outlook, click **[Tool] ➔ [Send/Receive] ➔ [Send/Receive Settings] ➔ [Define Send/Receive Groups]**.
2. In the Setting for group "All Accounts" section, place a checkmark in front of **[Schedule an automatic send/receive every ___ minutes]** and change the minutes to **[15]**.
3. Place a checkmark in front of [Perform an automatic send/receive when exiting].
4. In the When Outlook is Offline section, place a checkmark in front of **[Schedule an automatic send/receive every ___ minutes]** and change the minutes to **[15]**. Refer to the following screen print.

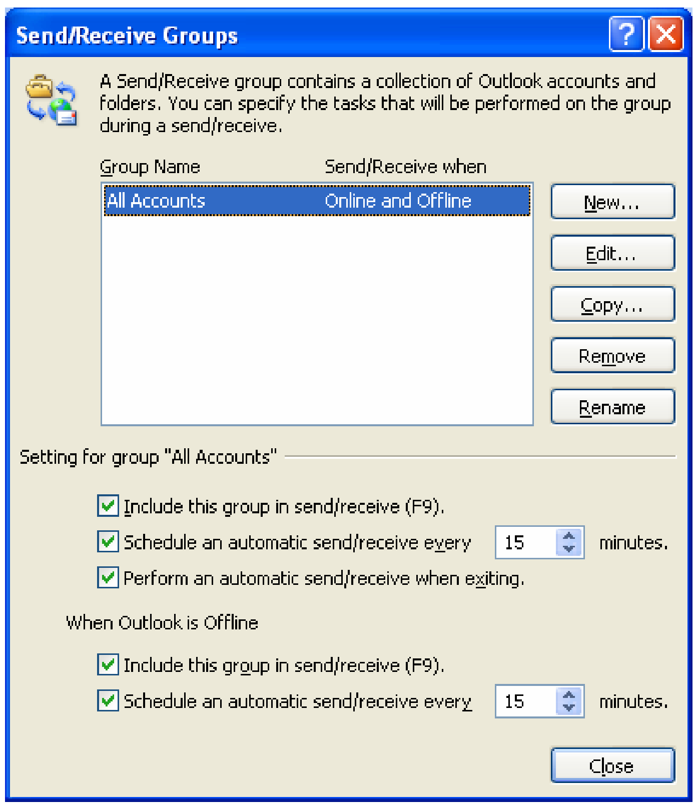


Figure 12.2.a - Send/Receive Groups Screen

5. Click [Edit].

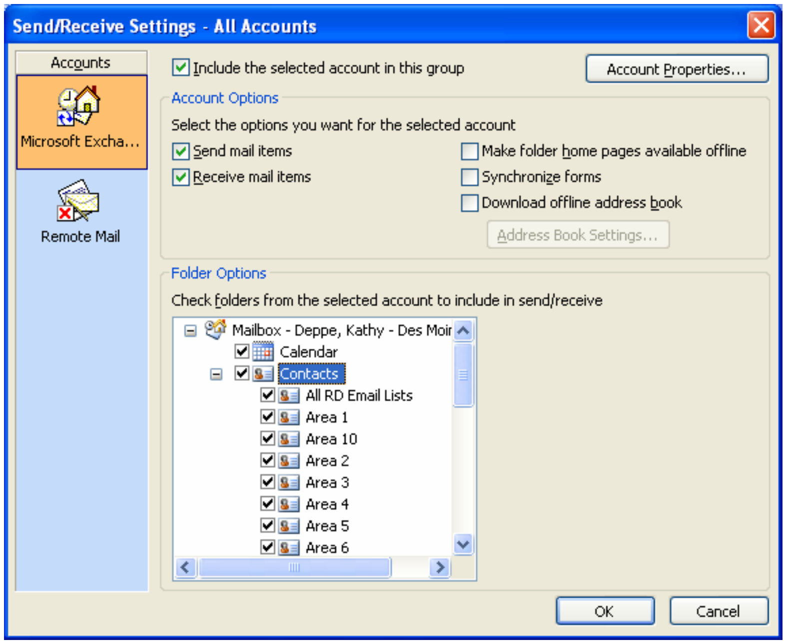


Figure 12.2.b - Send/Receive Settings – All Accounts Screen

6. Place a checkmark in front of **all folders that will need to be synchronized while Offline**. Most commonly checked are: Calendar, Contacts, Deleted Items, Inbox, Outbox, Tasks. If there are subfolders, these will need to be checked also. Refer to the above screen print.
7. Click **[OK]**.
8. At the SEND/RECEIVE GROUPS screen, click [Close].
9. Click the **[Send/Receive]** button to synchronize the ".ost" file with the Exchange Server.

➲ You must do this send/receive before exiting Outlook and going offline or Outlook will not open properly. If this happens, you must reconnect and go online before you can open Outlook.

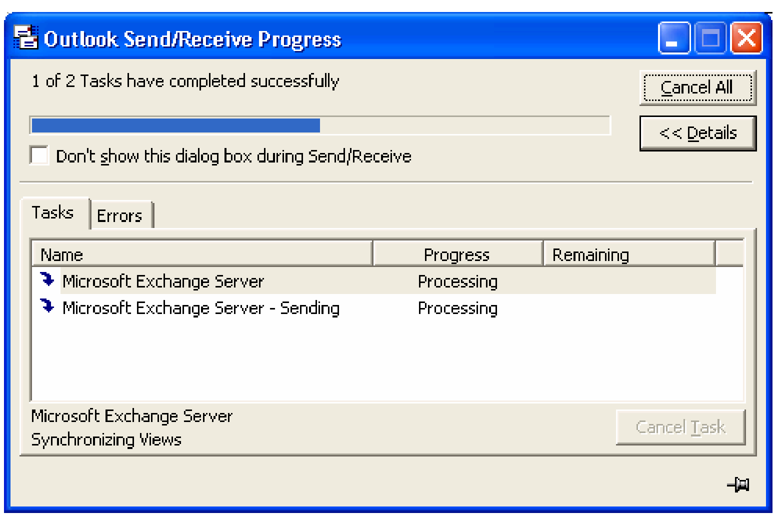


Figure 12.2.c - Out Send/Receive Progress Screen

10. Exit Outlook and wait a few seconds for Outlook to close completely and then Open Outlook again. You will be prompted to choose whether to Connect or Work Offline.

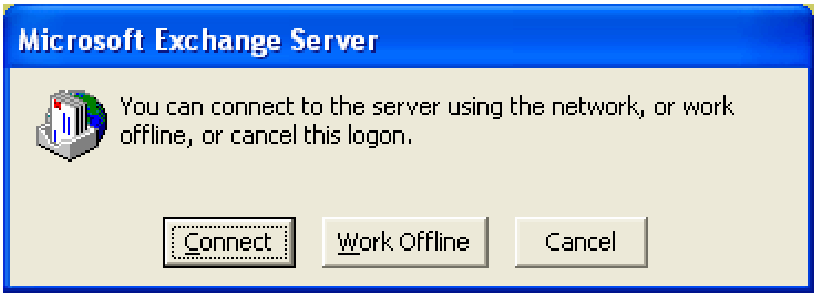
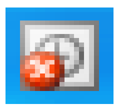


Figure 12.2.d - Connect or Work Offline Screen

When you choose to "Work Offline", you will know you are offline by a **red x** on an Outlook symbol that will be in the lower right hand corner of your Outlook Window as shown below.



Offline

Figure 12.2.e - Symbol Showing Outlook is Offline

12.3 ADDING FAVORITES TO THE OUTLOOK MENU BAR

With this new version, Favorites no longer show on the menu bar in Outlook. This can be manually configured by performing the following steps:

1. While in Outlook, click on [View] ➔ [Toolbars] ➔ [Customize].
2. Click on the [Commands] tab.
3. In the CATEGORIES section, click on [Menu Bar].
4. In the COMMANDS section, click and drag [Favorites] up to the menu bar. This can be placed anywhere. Example below shows it placed between Tools and Actions.

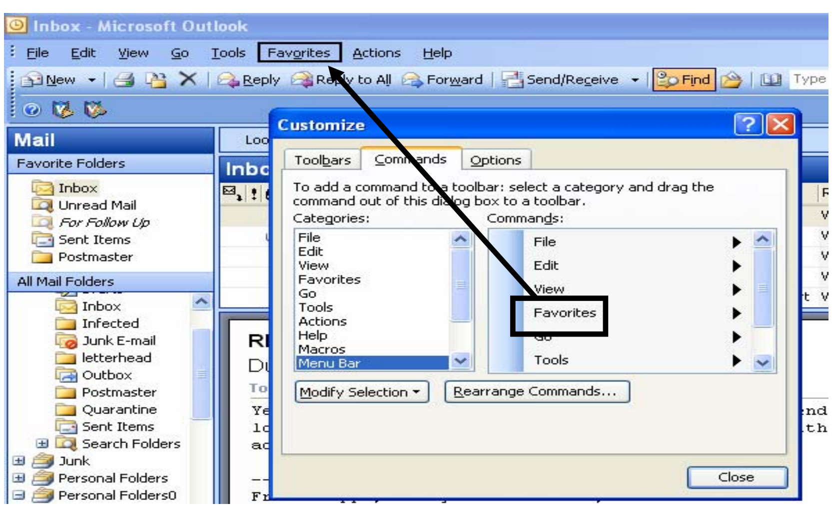


Figure 12.3.a – Drag Favorites to the Menu Bar

5. Click on [Close].

12.4 CHANGING THE VIEW IN OUTLOOK

The default view of Microsoft Office Outlook 2003 has changed considerably compared to the older Microsoft Office 2002. The following steps will change the view to look similar to how it looked before.

When you open Microsoft Outlook, you will receive the following new Outlook view.

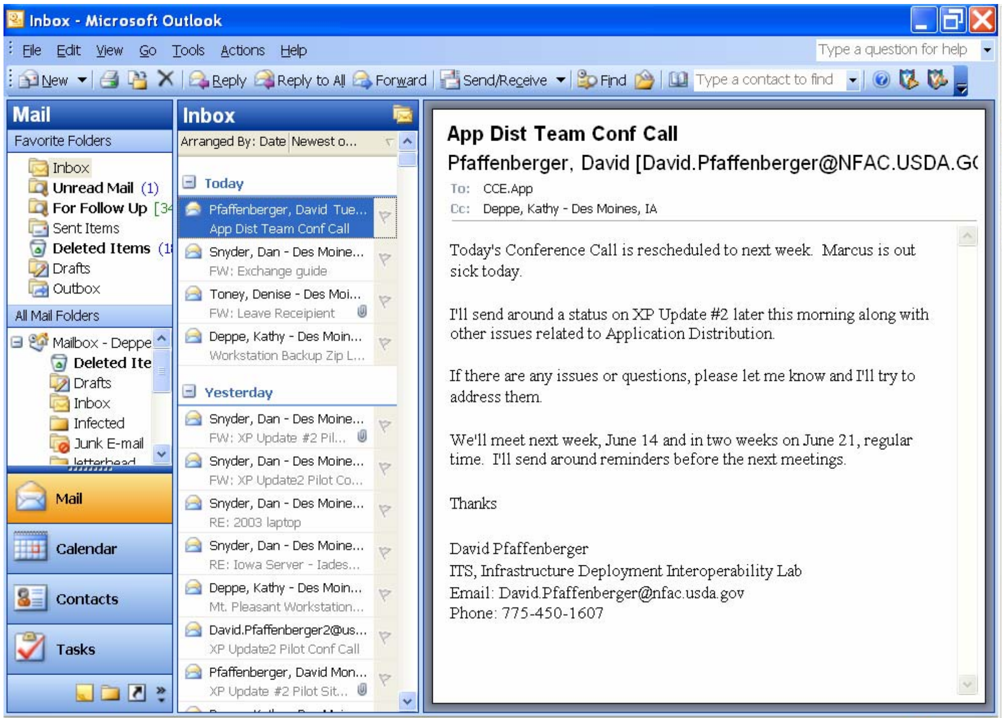


Figure 12.4.a - Default View for Microsoft Office Outlook 2003

The following are two (2) alternative Views to personalize your Outlook with instructions on how to configure the view.

View 1 shows the Folders List as the main view. This is the closest we could come up with that looks like the Microsoft Office 2002 Outlook version.

View 2 shows the Favorite Folders and All Mail Folders view. In addition to the default folders under Favorites, you can add others and delete the ones you don't want. The Unread Mail and For Follow Up folders come in handy as they filter out the unread messages and any flagged messages you have in your inbox.

These views are strictly optional.

View 1 – Folders List:

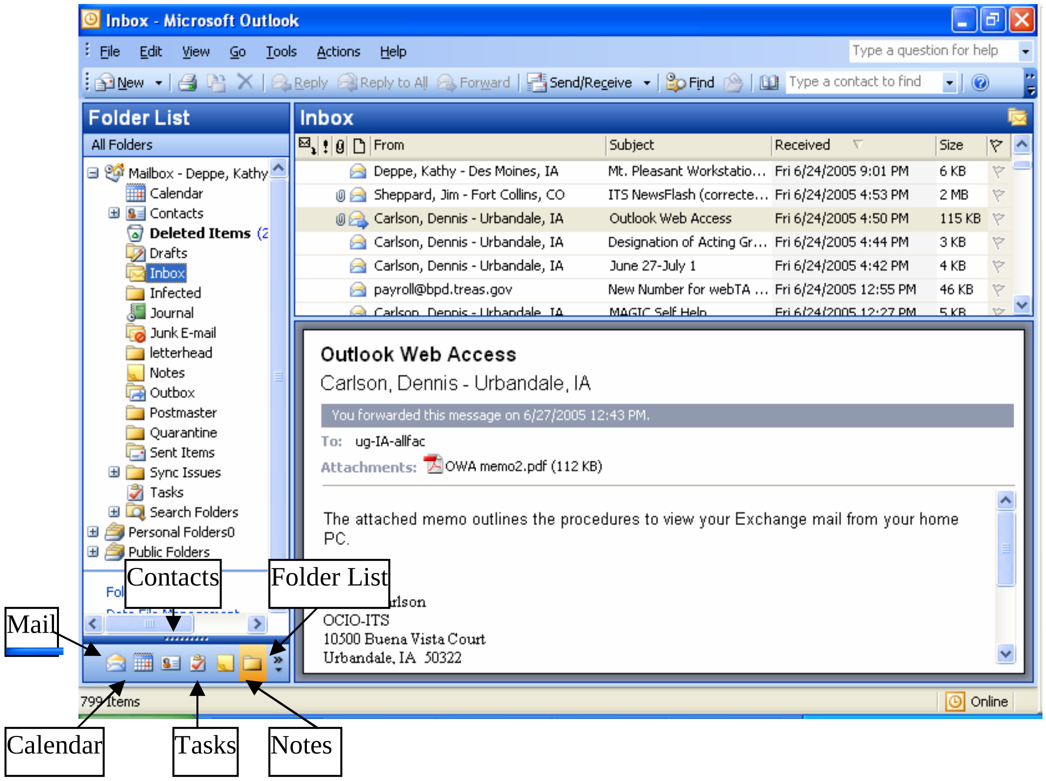


Figure 12.4.b – Folders List – All Folders View

1. Click on [View] ➔ [Reading Pane] ➔ [Bottom]. Your view will change as shown in the following Figure.
2. Click on [Go] ➔ [Folder List].
3. You can also move the Mail, Calendar, Contact, etc. bars down so they are shown as small icons. This will lengthen the view of the Folder List. Place the cursor on the **dots above the Mail folder**, press down on the left mouse button and **drag down until all folders are shown as a small icon**. Refer to the above screen print.

View 2 – Favorite and Mail Folders:

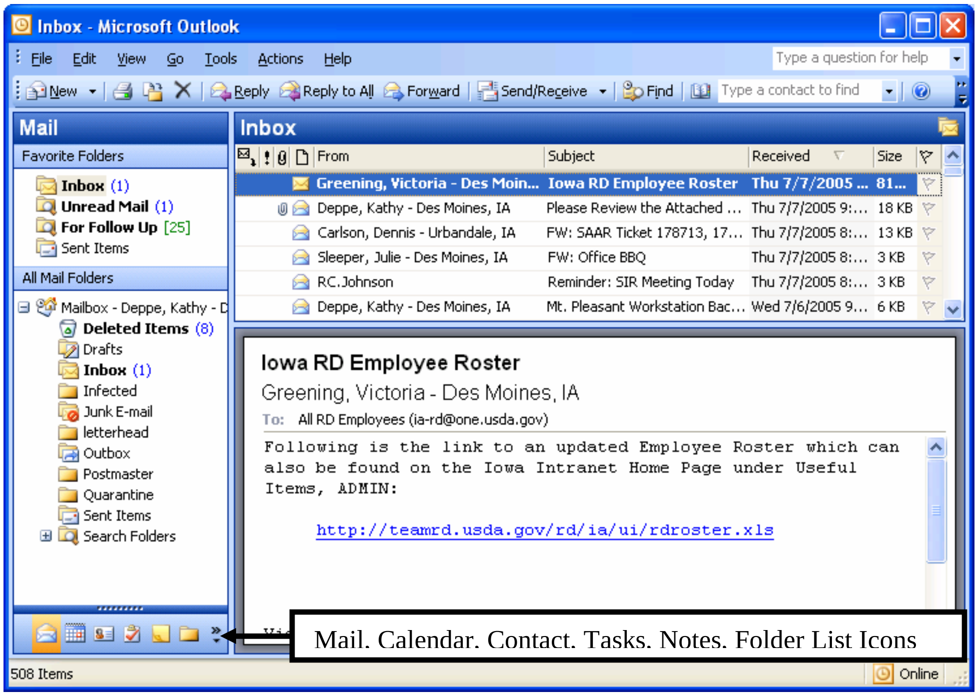


Figure 12.4.c – Similar View of Microsoft Outlook 2002

1. Click on [View] ➔ [Reading Pane] ➔ [Bottom]. Your view will change as shown in the following Figure.
2. You can also move the Mail, Calendar, Contact, etc. bars down so they are shown as small icons. This will lengthen the view of the Folder List. Place the cursor on the **dots above the Mail folder**, press down on the left mouse button and **drag down until all folders are shown as a small icon**. Refer to the above screen print.
3. To delete folders under the Favorite Folders, **right click on the folder name**, then click [Remove from Favorite Folders].
4. To add a folder to the Favorites List, under All Mail Folders, **right click on the folder to be added**, then click on [Add to Favorite Folders].
5. To change to a different folder (i.e. Contacts, Notes, etc.), click on the small icon at the bottom of the left hand screen.

12.5 SENDING/READING E-MAIL MESSAGES

➲ *Your e-mail account must be established before you can send or receive any e-mail messages.*

12.5.1 SENDING E-MAIL MESSAGES

1. Open Microsoft Outlook.
2. Choose [Connect] or [Work Offline]. Refer to Section 12.1 on the procedures of working Offline.

3. From the navigation pane, choose [Inbox] (if not selected).
4. To send an e-mail message, click the [New] icon in the tool bar (A blank e-mail window will be displayed).
5. Enter the **e-mail address of the recipient** in the To**:** field (Or click **[To:]** to choose addresses from the contacts list).
6. Enter the Subject of the message.
7. Type the **text of your message** in the text window.
8. Click [Send] to send the e-mail message. Outlook will automatically send the e-mail message to the outgoing mail server.

12.5.1.1 SENDING AN E-MAIL WITH AN ATTACHMENT

1. Perform Steps 1-7 in Section 12.3.
2. Click the  button.

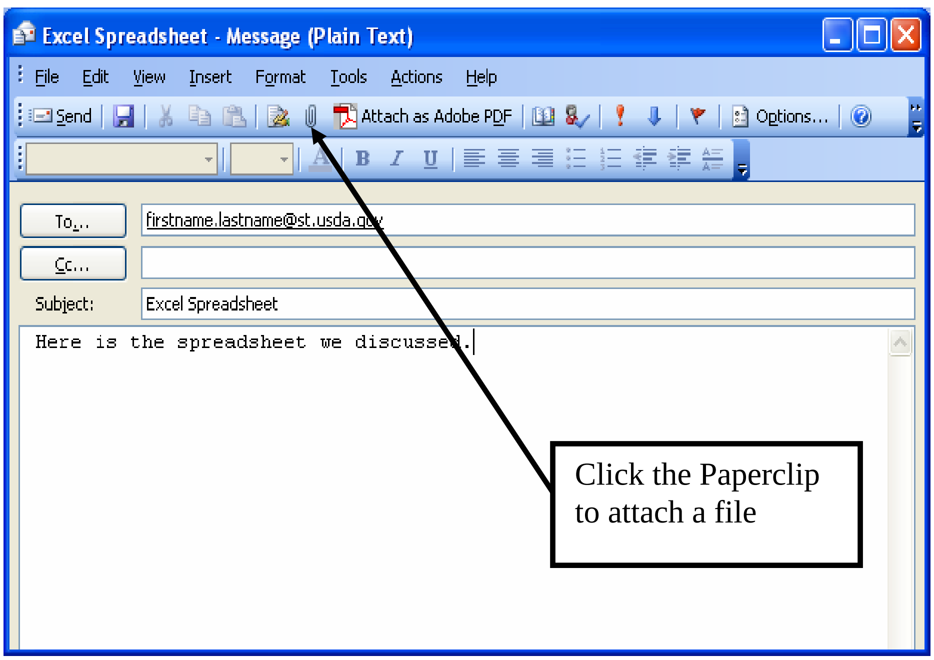


Figure 12.5.1.1.a – Sending an E-Mail Message with Attachment

3. In the INSERT FILE dialog box, navigate to the **file desired** and double click to insert (or single click on the file name and click [Insert].

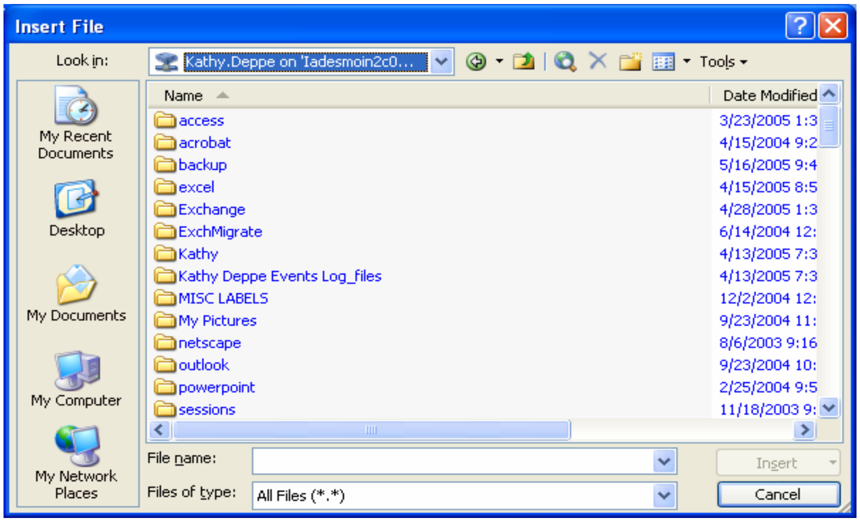


Figure 12.5.1.1.b – Selecting the File for Attachment

4. Once the file has been attached, the e-mail will show it as an attachment.

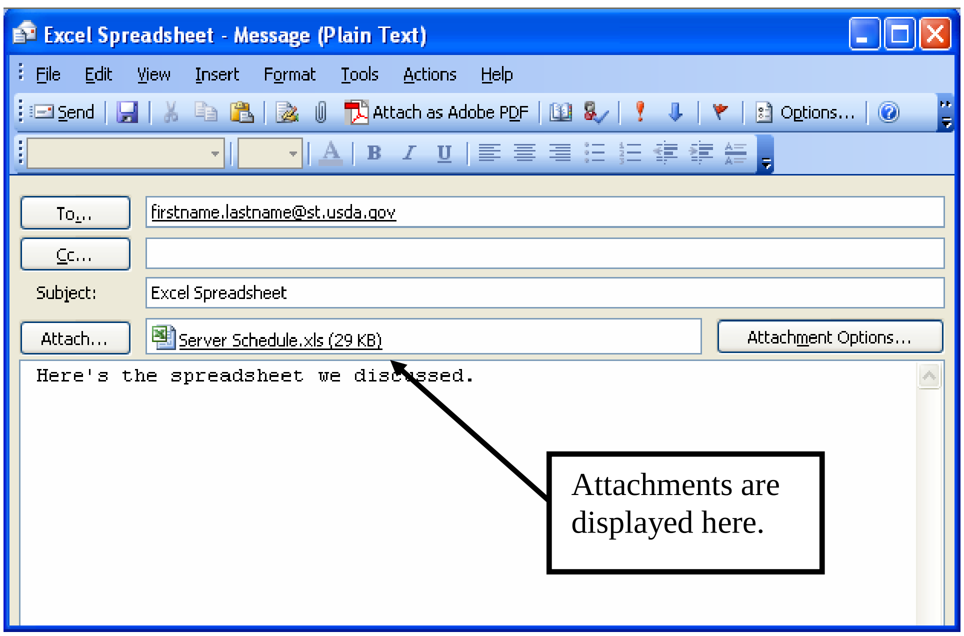


Figure 12.5.1.1.c - E-Mail with Attachment

5. Once the e-mail and attachments are satisfactory, click [Send].

12.5.2 READING E-MAIL

1. Open Microsoft Outlook.
2. From the navigation pane, select [Inbox] (if not selected).
3. Click [Send/Receive] on the Mail toolbar to check for new e-mail messages.

12.6 ORGANIZING E-MAIL

As e-mail becomes more widely used, it is easy for your inbox to become an unorganized mess. It is simple to organize your messages into folders for ease of use. To create a new folder:

1. Open Microsoft Outlook.
2. Right click on the [Inbox] folder in the navigation pane, then select [New Folder].
3. Type a **name for the new folder.**
4. Under Select where to place the folder…, click on [Inbox].
5. Click [OK].
6. At Add Shortcut to Outlook Bar, click [No].

Once the folder has been created, you can move messages into that folder using cut/paste. Messages can be moved one at a time or in groups. For more information on Copying files see *Copying or Moving Multiple Items*.

➲ *Remember! Items in your inbox can be sorted by clicking any column header in the inbox. For example, you can sort e-mails by subject and copy groups of e-mails easily. Normally e-mails are sorted by date and time, to return to that view click on the Received column header.*

One of the best ways to manage your e-mail is to delete messages. While e-mail is a necessary tool, it is not intended for long term storage. Users with large amounts of e-mail messages stored can encounter a variety of problems.

12.6.1 USING THE ORGANIZE TOOL

Outlook now includes a great tool to help automatically organize e-mails into folders. This tool will allow you to create "rules" that Outlook uses to deliver messages directly into folders. This tool can also be used to change views of e-mail, etc.

To use the organize tool:

1. Open Microsoft Outlook.
2. Click [Inbox] in the navigation pane to open the inbox.
3. Click [Tools] ➔ [Organize] (this is a toggle button and will remain "on" until clicked again).

4. This will open the Organize Navigation Pane at the top of the Inbox Window.

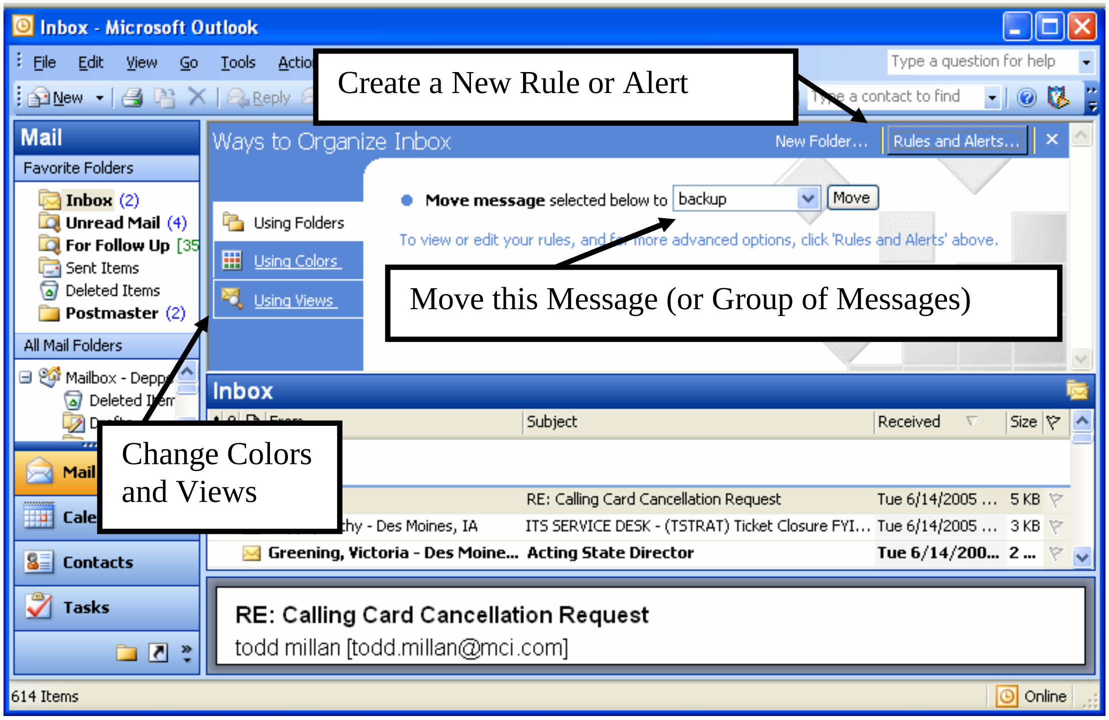


Figure 12.6.1.a - Microsoft Outlook's Organize Tool

This organization pane makes it easy to move a single message (or a group of selected messages) into a folder. You can also create a rule that dictates all messages from (or sent to) a particular e-mail to be automatically saved in a designated folder. For example, you might create a folder called “Important – Boss” and make a rule that all e-mail messages from your boss get automatically sent to this folder.

➲ *Be careful not to organize and create so many rules that you can’t find incoming E-mail messages! If you have messages sent to folders automatically, be sure to check those folders for messages that need action!*

The organization pane can be used to change color settings (messages from particular individuals appear in one color, etc.), view settings (how the inbox is displayed), and Junk E-Mail settings.

12.6.2 Moving Columns

You may want to change the order of the e-mail columns. Be default, the “From” column is before the “Subject” column. You can change the order of the columns by clicking on the column name and dragging it to the left or right.

12.6.3 Changing the Format of the “Received” Column

You can change the format on how the date is displayed in the “Received” column. Right click on the column name and select [Format Columns]. Click on the down arrow in the “Format” field and select a format, then click [OK].

12.6.4 ADDING A SIGNATURE MESSAGE

You may want to use a Signature Message to be included anytime you send an e-mail.

1. Open Microsoft Outlook.
2. Click on [Tools] ➔ [Options].
3. Click on the [Mail Format] tab.
4. Click on [Signatures], then click on [New].
5. Enter a name for the Signature, then click [Next].
6. Input the text for the signature, click on [Finish], then click [OK].
7. If you want to use a VCard, select [New VCard from Contact]. Type in the name or select the contact that you want as the VCard, then click [Add]. The contact will now appear in the "Create vCards for:" section. Click [OK], then click [Finish].
8. The Signature for new messages field now shows your signature filename. To add this to the Signature for replies and forwards, click on the down arrow and select your Signature filename.
9. Once completed, click [OK] to close out the OPTIONS screen.

12.7 DELETING/RECOVERING OUTLOOK E-MAIL MESSAGES

12.7.1 PROPERLY DELETING OUTLOOK E-MAIL MESSAGES

When it is necessary to delete multiple messages in the inbox folder or any sub folders, click on the first message to be deleted. In the case where the messages to be deleted are directly below one another hold down the shift key and then click on the last message in the list to be deleted. After verifying that all messages to be deleted are highlighted, ensure that the shift key **IS NOT depressed** and delete the messages. See ***Figure 12.7.1.a.***

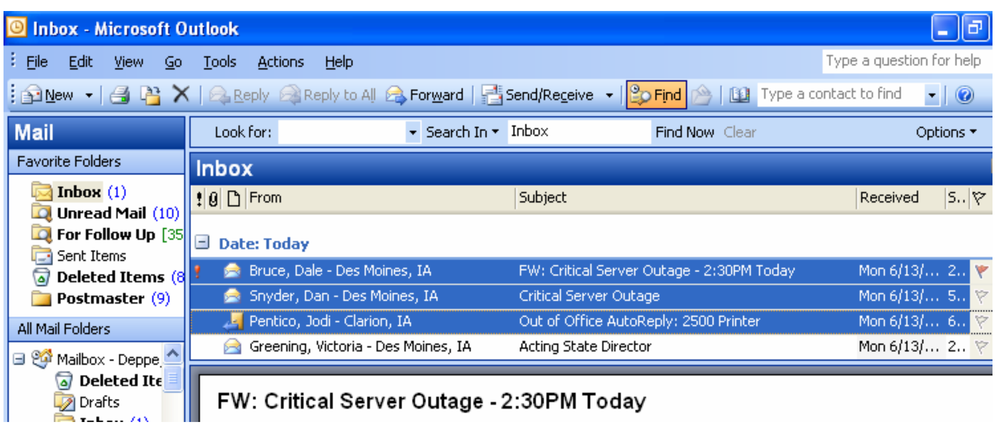


Figure 12.7.1.a - Deleting Multiple Messages Using the <Shift> Key

Warning!!! If you leave the shift key depressed when you delete the messages, the messages will be deleted for good. These messages will not show up in the deleted items folder and cannot be recovered.

When it is necessary to delete multiple messages in the inbox folder or any sub folders, click on the first message to be deleted. In the case where the messages to be deleted are NOT directly below one another hold down the ctrl key and then click on each message that needs to be deleted. After verifying that all messages to be deleted are highlighted, ensure that the ctrl key IS NOT depressed and delete the messages. See Figure 12.7.1.b.

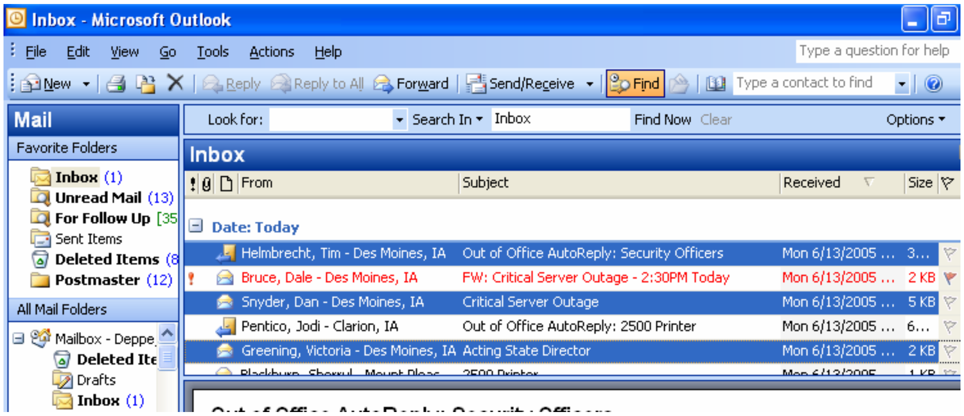


Figure 12.7.1.b - Deleting Multiple Messages using the <Ctrl> Key

__**Important!!!**__ For those of you that have your messages viewed as “Shown in Groups” (i.e. specifies messages in groups received Today, Yesterday, Monday, etc.), when you are deleting files, if you have the words Today, Yesterday, etc. highlighted, when you hit the Delete key, you are deleting everything for that day instead of individual e-mail messages. Make sure to highlight just the messages you want to delete

It is vital that the procedures listed above are followed to delete messages. If these procedures are not followed then the e-mail messages that are deleted can not be recovered.

12.7.2 Using “Recover Deleted Items” Tool in Outlook

This tool is __**only available in online mode**__.

By default the Outlook Client is setup to prompt the user to permanently delete items in the “Deleted Items” folder upon closing the Outlook Client. See Figure 12.7.2.a.

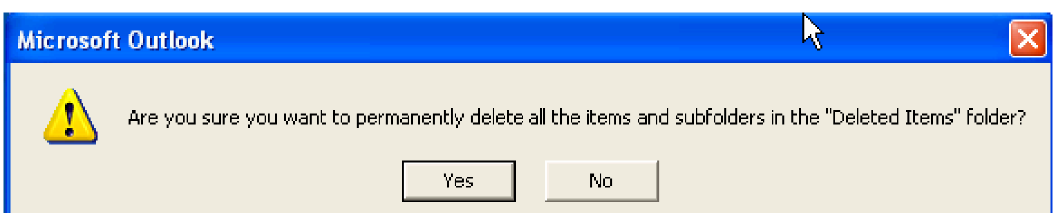


Figure 12.7.2.a - Prompt to Delete Items in “Deleted Items” Folder

If you choose yes, all messages in the "Deleted Items" folder will be deleted but can be recovered afterwards using the "Recover Deleted Items" tool in the Outlook client. After deleting items from the "Deleted items" folder you have up to 14 days from the date the items were deleted to recover the messages you need.

Please note that you can only recover deleted items using this tool if the messages were deleted properly.

12.7.2.1 To use the "Recover Deleted Items" Tool in Outlook

1. Verify that there are **no messages in the "Deleted Items" folder**. If there are messages, delete them.
2. Highlight the [Deleted Items] folder.
3. Click on [Tools] ➔ [Recover Deleted Items] in the Outlook Tool Bar. See Figure 12.7.2.1.a.

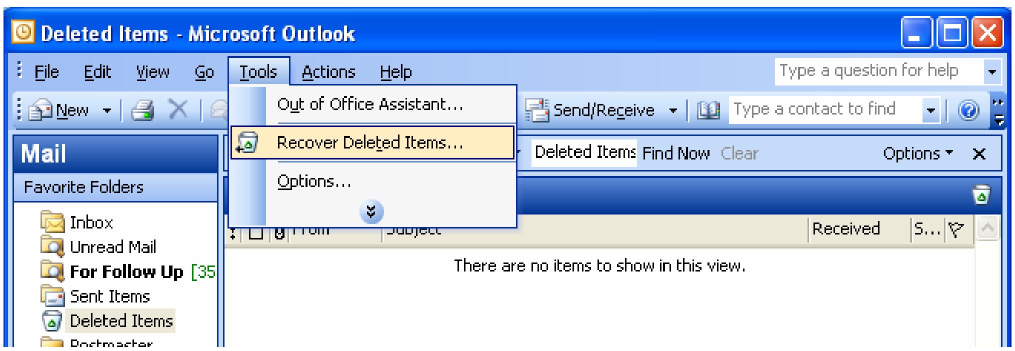


Figure 12.7.2.1.a - Selecting "Recover Deleted Items"

4. The RECOVER DELETED ITEMS window will appear with a list of items that have been deleted in the last 14 days.
5. To recover deleted items, **highlight each message in the list that you want to recover**. You can use the shift key or ctrl key to highlight multiple messages. Click on the [Recover Selected Items] icon in the toolbar. See Figure 12.7.2.1.b.

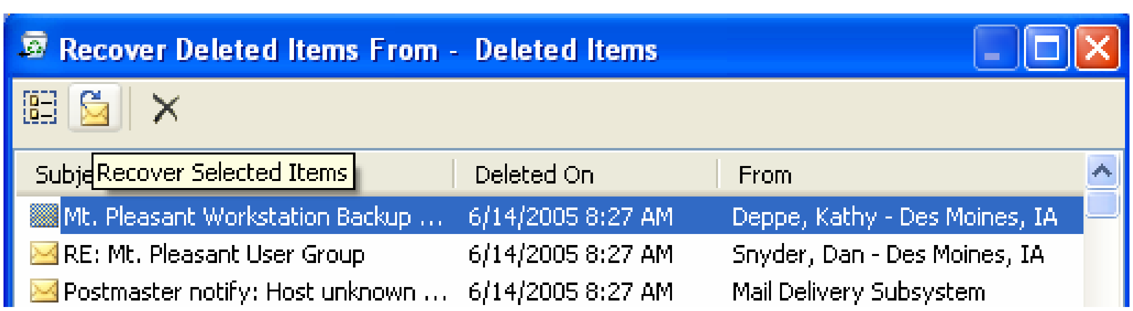


Figure 12.7.2.1.b - Recover Selected Items

6. The recovered items will appear in the "Deleted Items" folder. See Figure 12.7.2.1.c.

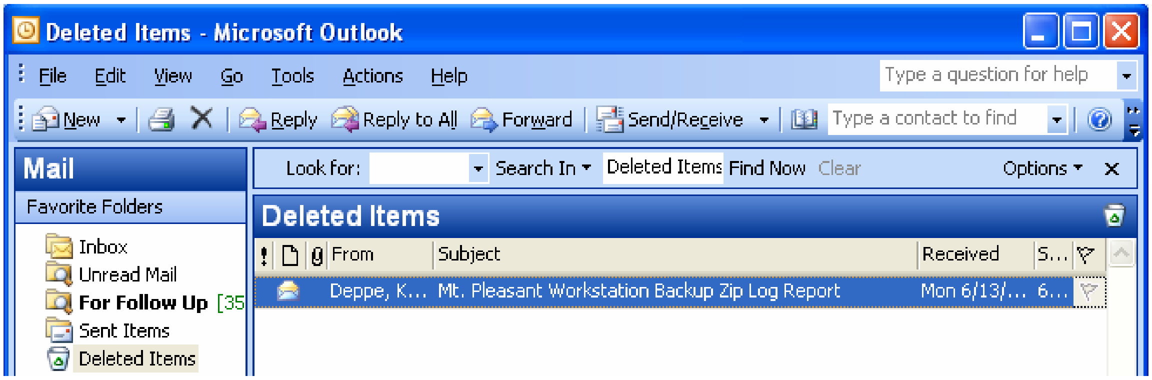


Figure 12.7.2.1.c - Recovered Items in the "Deleted Items" Folder

7. If necessary, move the recovered deleted message from the "Deleted Items" folder to another folder in Outlook.

12.7.3 BEST PRACTICES ON DELETING MESSAGES

If you need to delete the messages in the "Deleted Items" folder prior to closing Outlook, perform the following:

1. Right click on [Deleted Items], then click on [Empty "Deleted Items" Folder]. See Figure 12.7.3.a.

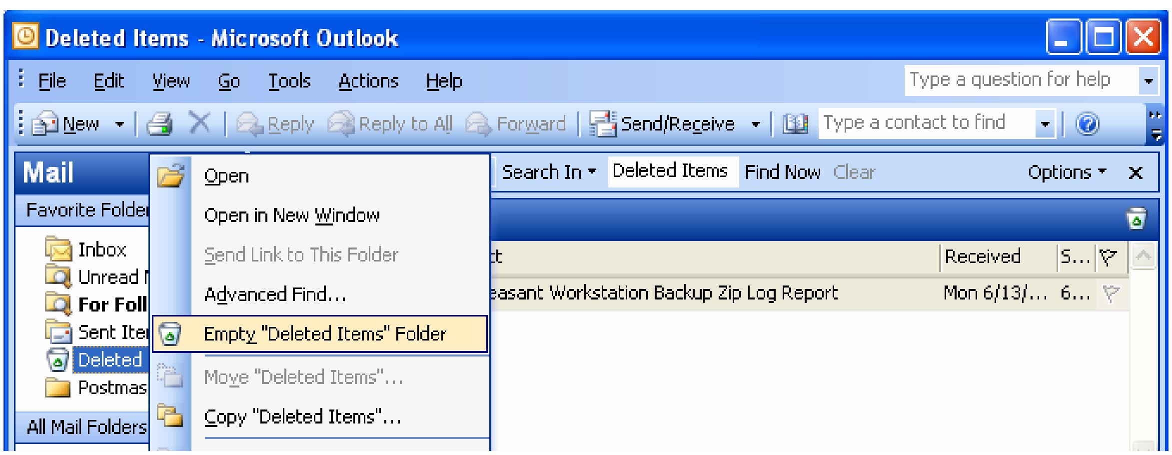


Figure 12.7.3.a - Emptying "Deleted Items" Folder

2. At ARE YOU SURE YOU WANT TO PERMANENTLY DELETE ALL THE ITEMS… screen, click [Yes].

➲ *Remember that the messages in the "Deleted Items" folder are counted towards the total mailbox size. It is a good practice to empty the "Deleted Items" folder daily. Please also note that sent items are also counted towards total mailbox size. End users tend to forget about messages in the "Sent Items" folder. It is also a good practice to delete sent items as frequent as possible.*

12.8 USING CONTACTS/GROUPS

Microsoft Outlook makes it very simple to add contacts to your Address Book. The Address Book is referred to as Contacts in Microsoft Outlook. Outlook's Contact list is much more comprehensive that the Address Book in Netscape Navigator and can be exported into other programs for their use (i.e. printing address labels, etc).

12.8.1 ADDING AN INDIVIDUAL TO THE CONTACTS LIST

1. Open Microsoft Outlook.
2. Click [Contacts] in the Navigation Pane on the left hand side of the Outlook screen.
3. Click [New] to create a new contact.
4. Enter the details for the contact (Enter at least the name and the e-mail address).

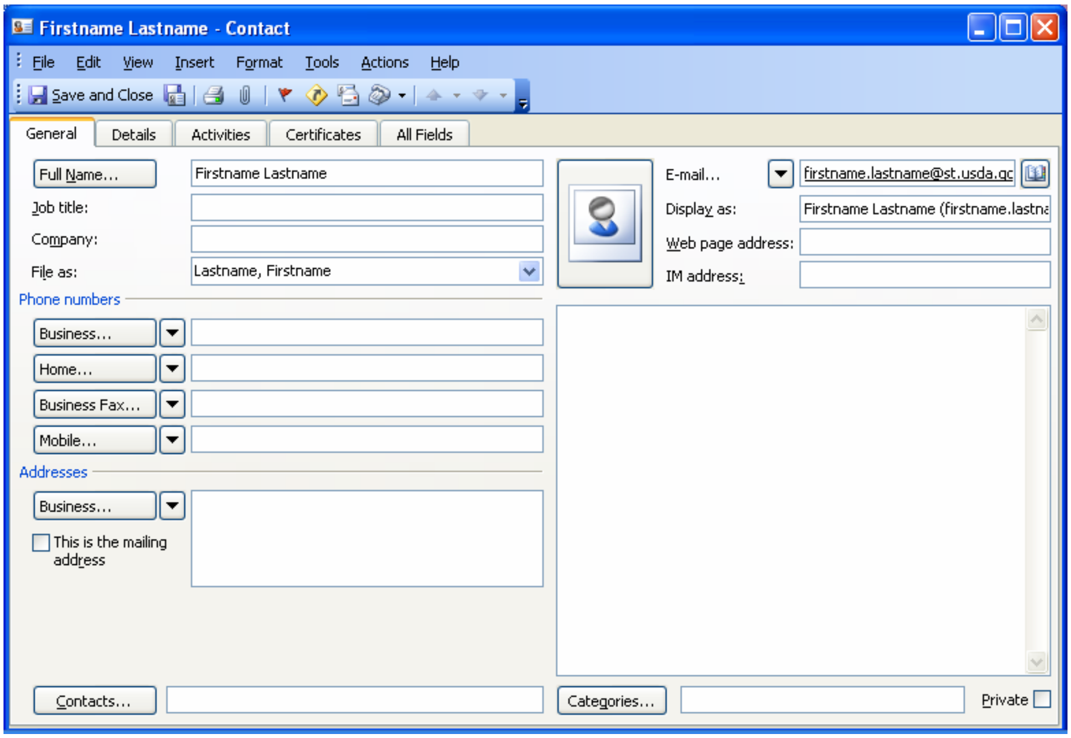


Figure 12.8.1.a - New Contact in Microsoft Outlook

5. Optional: You can assign a category to contacts to make them easier to organize, search for, or group at a later date. To assign a category, click [categories..], choose the category(ies) desired and click [OK].

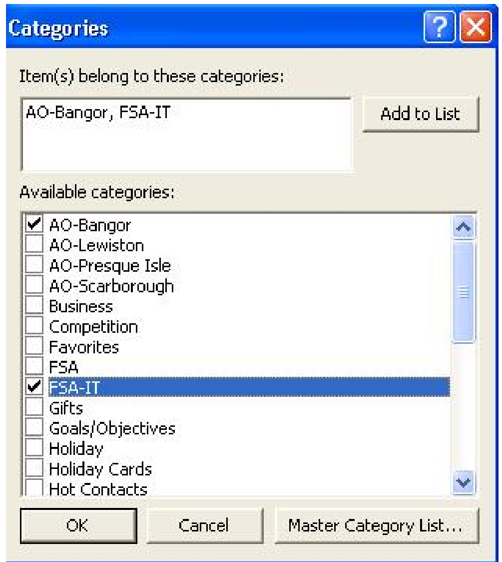


Figure 12.8.1.b - Selecting Contact Categories

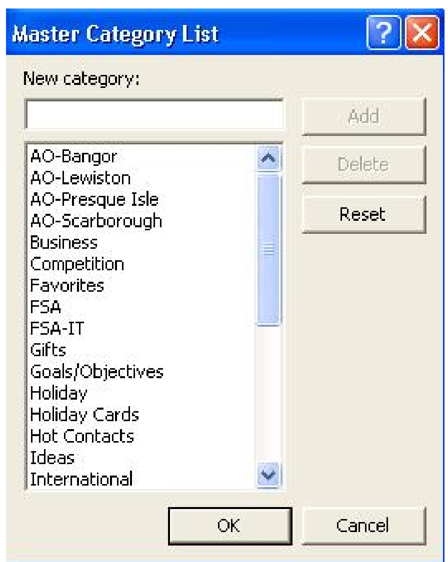


Figure 12.8.1.c - Adding a New Contact Category

6. To add new categories, click [Master Category List...] and type the name of the new category and click [Add].
7. Once the Contact is complete, click [Save and Close].

12.8.2 ORGANIZING CONTACTS

The Organize Tool can be used to organize contacts similar to the way we use it to organize the inbox. New category items can be added, contacts can be added to category(ies) individually or in groups, contacts can be placed into folders, and the Contacts folder view can be changed.

To access the organization pane in contacts:

1. Open Microsoft Outlook.
2. Click [Contacts] in the navigation pane.
3. Click [Tools] ➔ [Organize] (this is a toggle button and will remain "on" until clicked again).
4. This will open the Organize Navigation Pane at the top of the Contact Window.
5. The contacts organization pane is used the same as the inbox see Using the Organize Tool.

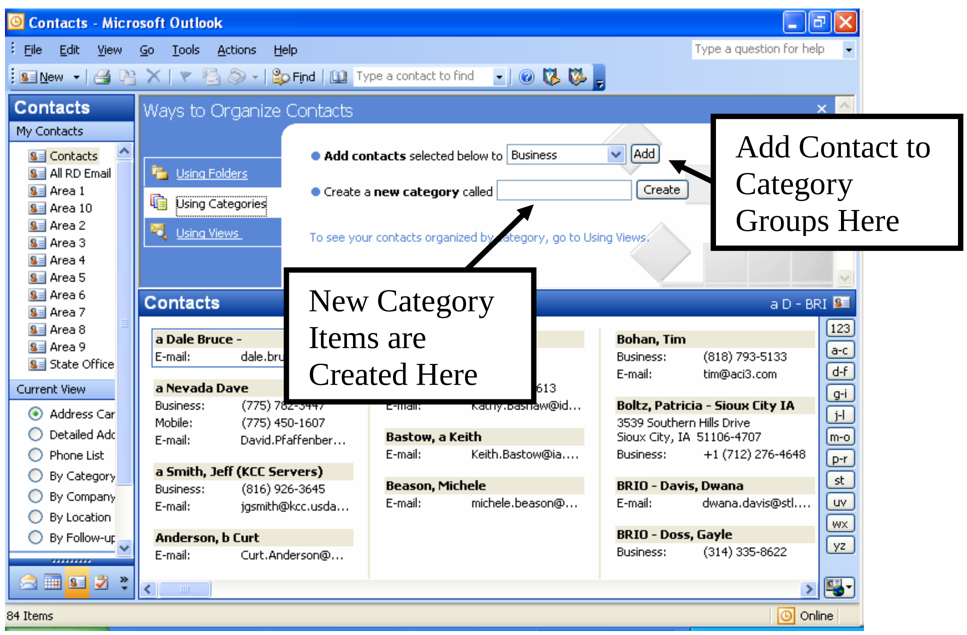


Figure 12.8.2.a - Organizing Contacts Using the Organize Tool (Microsoft Outlook)

12.8.3 SHORTCUT VIEW OF SOMEONE'S CONTACT/CALENDAR INFORMATION

If you hold your mouse over a recipients (or sender's) name in an email message, you can get contact information for that person - address, phone, etc, which saves from looking it up, plus if the person's calendar is shared, you can check their schedule for that day. See attached screen print

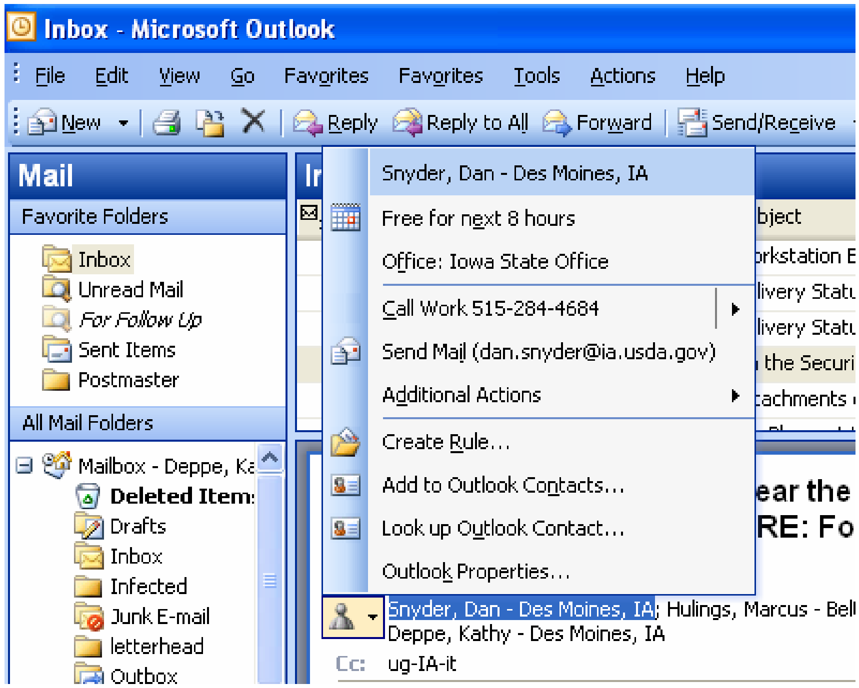


Figure 12.8.3.a – Shortcut View of Contact/Calendar Information

12.9 CHANGING THE DEFAULT ADDRESS LIST

1. With Outlook Open, click on [Tools] ➔ [Address Book] (you may have to click on the double down arrow to see this option).

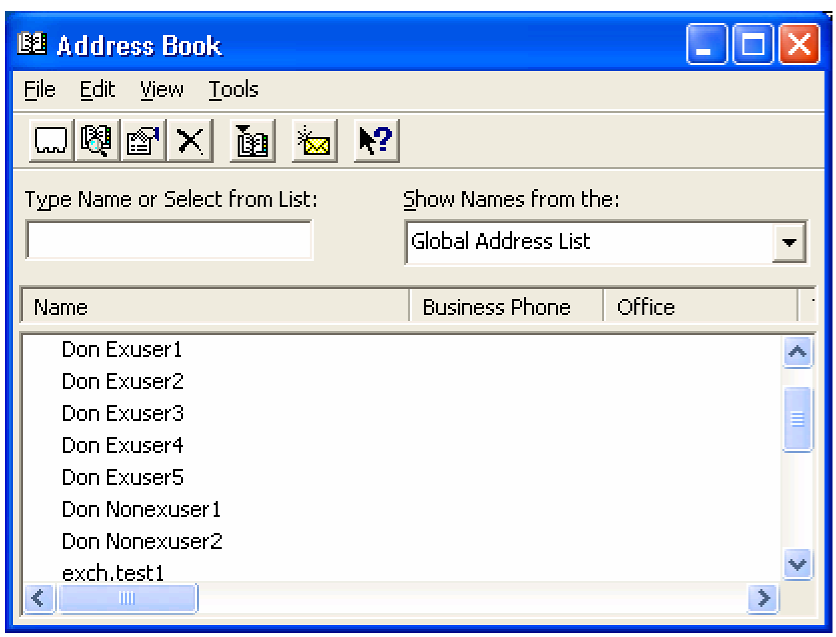


Figure 12.9.a - Address Book Screen

2. In the ADDRESS BOOK window, click on [Tools] ➔ [Options] and a window will appear as shown in the Figure below.

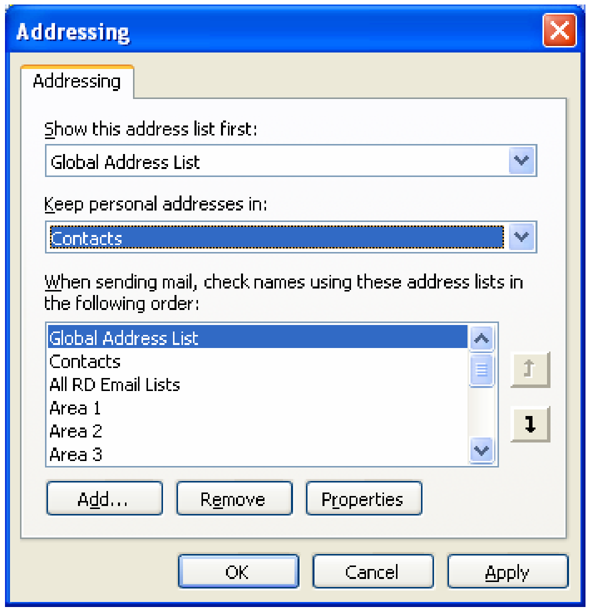


Figure 12.9.b - Addressing Screen

3. In the SHOW THIS ADDRESS LIST FIRST: box, select the **address list you want to have for the default**. In the figure above, Contacts is selected.
4. In the WHEN SENDING MAIL, CHECK NAMES USING THESE ADDRESS LISTS IN THE FOLLOWING ORDER: section, click on [Global Address List] to highlight.
5. Click on the <down arrow> to move **Global Address List** to the bottom of the list.

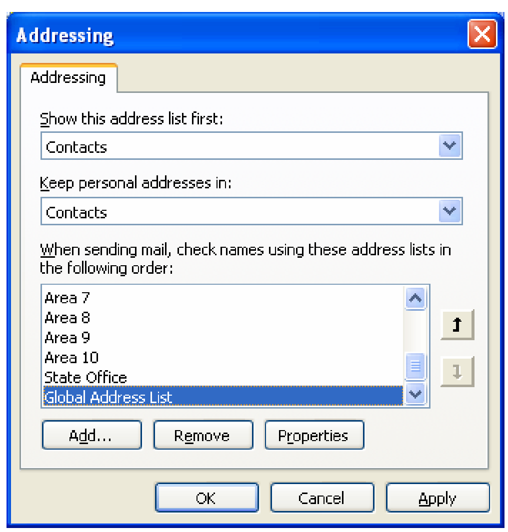


Figure 12.9.c – Addressing Screen

6. Click [OK] then click [File] ➔ [Close] to close out the Address Book screen.

12.10 GLOBAL ADDRESS AND E-MAIL DISTRIBUTION LISTS

12.10.1 USING THE GLOBAL ADDRESS LIST TO SEARCH AND SEND E-MAIL MESSAGES

There may be times when you need to locate and send someone in another agency/state an email message. You can use the following steps to use the Address Book in searching the Global Address List.

1. With Outlook Open, click on [Tools] ➔ [Address Book].

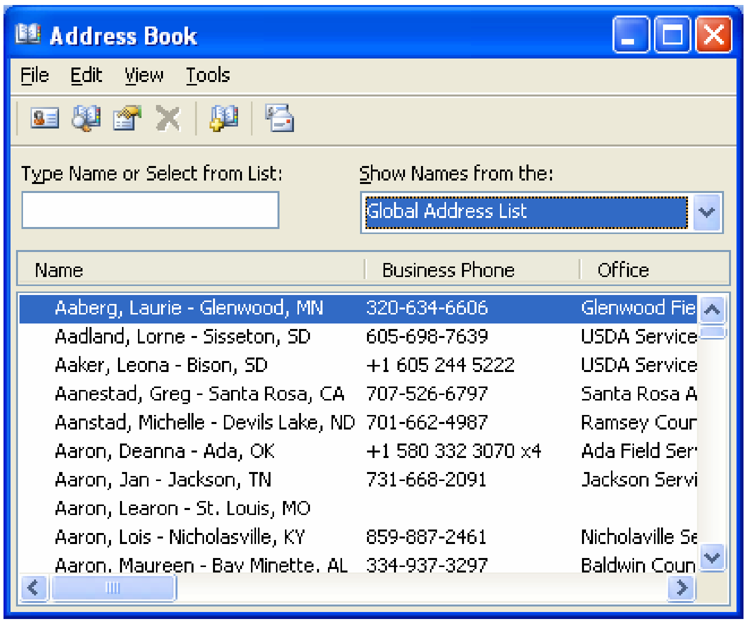


Figure 12.10.1.a - Address Book Screen

2. Change the SHOW NAMES FROM THE: field to the **State in which the user is located**, then in the TYPE NAME OR SELECT FROM LIST: field, type in the **last name of the user or select the name from the list below**.

➲ *You can also enter the last name of the user with Global Address List selected and you will receive all entries with the same last name.*

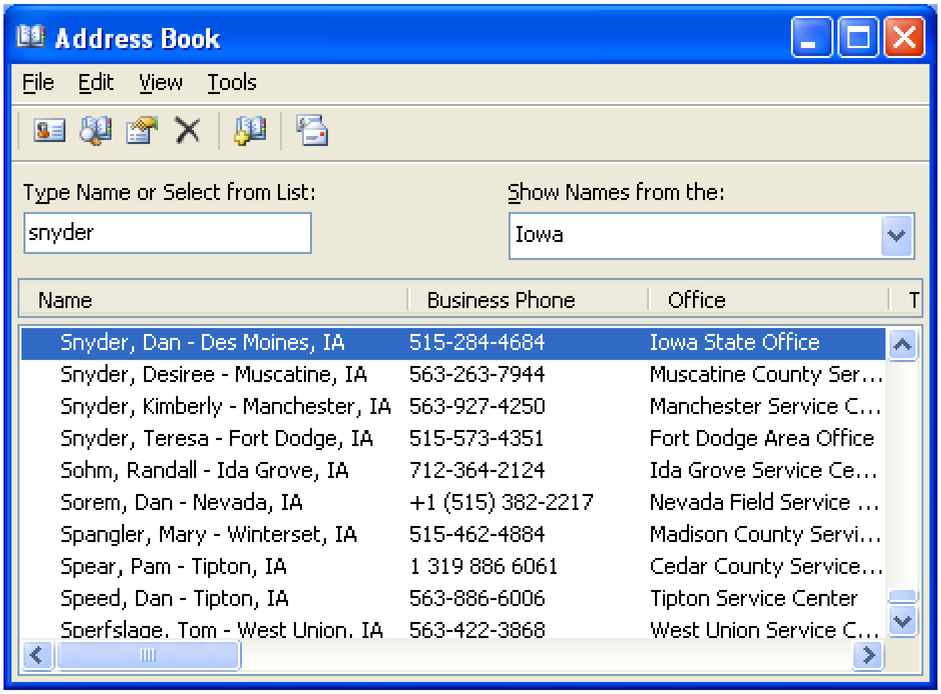


Figure 12.10.1.b – Address Book Screen

3. Once you locate the person, click on the **name to highlight**, then click on [File] ➔ [New Message]. This will open up the NEW MESSAGE screen and you can begin sending the person an email as usual.
4. Once the e-mail message is sent, close out the ADDRESS BOOK screen by clicking [File] ➔ [Close].

12.10.2 E-MAIL DISTRIBUTION LISTS

With the implementation of the exchange server and active directory users now have the opportunity to reach more groups of people by simply typing in the office names and agencies. The instructions before provide you with the basic layout of how to reach these distribution lists.

The basic distribution groups include:

☞ ALLFAC – All employees in one location.

☞ RD – All Rural Development employees in one location.

☞ NRCS – All NRCS employees in one location.

☞ FSA – All FSA employees in one location.

☞ CD – All Conservation District employees.

☞ IT – All OCIO ITS employees.

To send an email to one of these distribution groups you will type in the state abbreviation and the city name following by a dash and the name of your group. The examples listed below should help illustrate the distribution lists name:

iaclarion-FSA - will go to all employees with FSA in the Clarion Service Center in Iowa.
iahumboldt-allfac - will go to the all employees in the USDA Service Center in Humboldt, Iowa.

If you have customers that send emails to your whole office, they may continue to do so by adding one.usda.gov after the above listed name. For example: If sending an email from an address outside of the USDA network you would then type in:

iaclarion-fsa@one.usda.gov

iahumboldt-NRCS@one.usda.gov

12.10.2.1 Creating Your Own Distribution Lists

Users may create their own distribution lists based on their individual needs. We have provided steps below on how to create a basic e-mail list.

1. In Outlook, open your Contacts folder ([Go] ➔ [Contacts]).
2. Click on [File] ➔➔[New] ➔ [Distribution List].
3. In the NAME field of the MEMBERS Tab, type in a name of your distribution list.

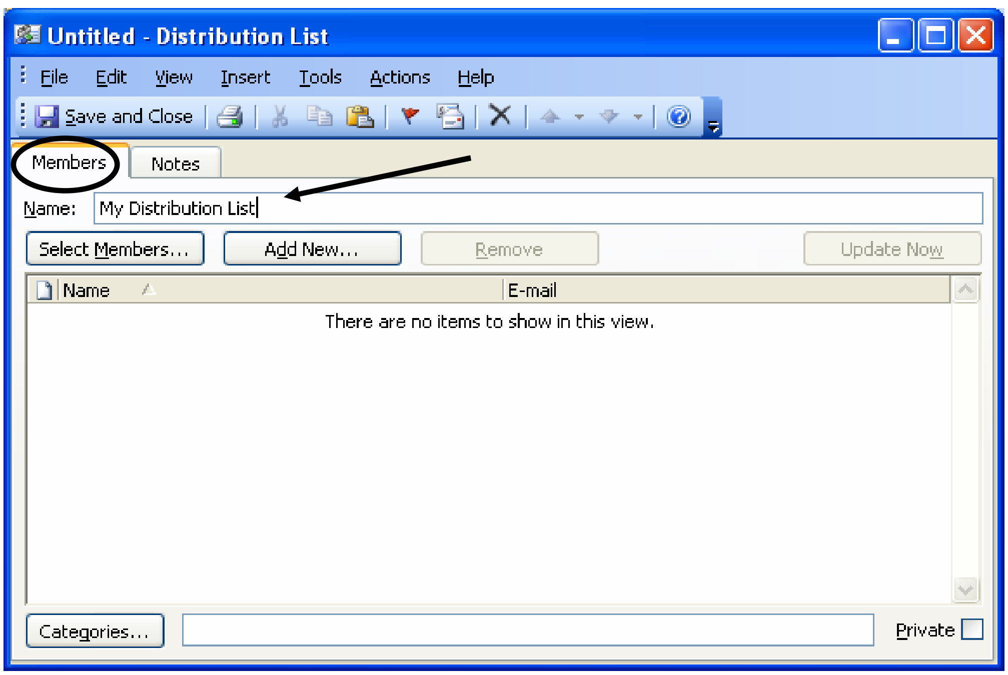


Figure 12.10.2.1.a - New Distribution List Screen

4. Click on [Select Members].

5. Your Contact List will open. Click on the name of the contact you want to add to your distribution list to highlight and then click on [Members]. This will add the member temporarily. See the following screen print.

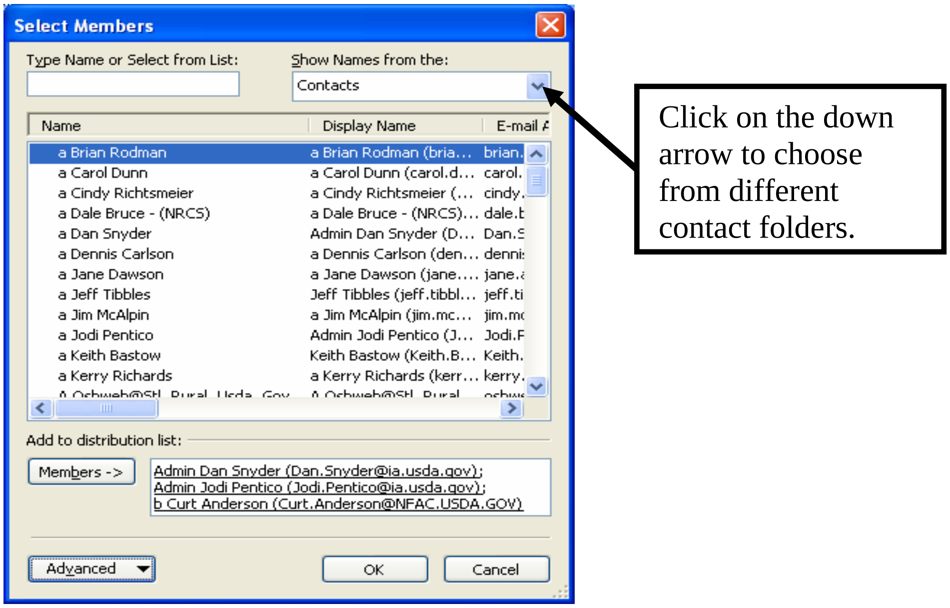


Figure 12.10.2.1.b – User's Contact List

6. Continue to add members to your list. When you have chosen all names for your distribution list, click on [OK].
7. At Your Distribution List Name - Distribution List screen, click on [Save and Close].

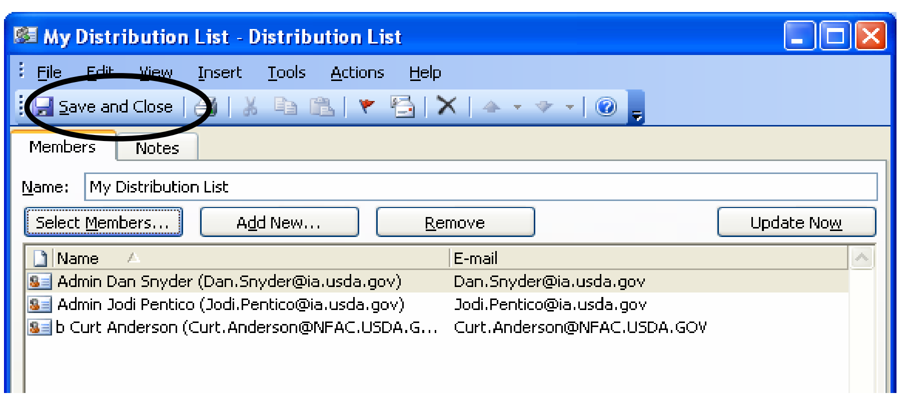


Figure 12.10.2.1.c – Newly Created Distribution Screen

8. The distribution list you have created should now be saved under your contacts folder. Distribution lists can be identified in your contacts folder by having the triple head following their name.

Figure 12.10.2.1.d – New Distribution List Under Contacts

12.11 E-MAIL BEST PRACTICES

- Make a decision to delete or keep a message as soon as you've read it. If you decide to keep the message, move it into an appropriate folder. You can remove messages from the Exchange server and still keep them by moving them to a folder under your Personal Folders(0).
- Check the "Empty Deleted Items folder upon exiting" option. Deleted messages will then be moved into the deleted items cache each time the client exits. This keeps the demand for mailbox quota down and reduces the time required to synchronize mailboxes for offline use.
- When you reply to a message, think first. Do I really need to send this message? Do I need to send this to the 250+ members of this mailing list, or just the original poster? Do I need to copy the whole of the original message or should I spend a small amount of time editing the original message down to what is relevant? Messages can quickly grow from 2kb to 40kb in a conversation between groups of users if everyone includes all previous text in each message. The exception is when text from a previous message is used to establish the context for a discussion.
- Don't use messaging as a way to broadcast information to people who may not want to receive it. In other words, try and keep the distribution list for messages as short as possible. Never use the "Reply to All" feature unless you are sure that all the recipients will value your contribution to the debate.
- Don't include attachments in a message unless you really need to. Send pointers to documents (the name of the file in a shared file service, or a short-cut to the document) if at all possible. Alternatively, use a compression program to shrink large files before they are attached.
- Don't add graphics to auto-signatures as this will drive up the overall size of messages and create demand the network may not be able to handle. Use HTML or Richtext for e-mail sparingly. Many e-mail programs cannot read these formats, so you will be automatically excluding some of your audience if you use them. Furthermore, HTML uses more bandwidth than plain text, and thereby incurs unnecessary costs for both senders and recipients.
- Don't leave an unattended PC logged into your Exchange mailbox. Log-out of Outlook if you have to leave your PC alone.
- If you are a laptop user, remember to synchronize the e-mail folders in your mailbox before you travel, as otherwise you won't see up-to-date information when you work offline, and synchronizing via modem is very slow.
- Compact your Outlook pst file with the following commands. From the Outlook Menu select **File, Data File Management** (select your outlook.pst file) **Settings, Compact now.**

12.12 MANAGING YOUR MAILBOX

One of the worst-case scenarios for a file server is to run out of disk space. To prevent this from occurring, file space limitations have been implemented for e-mail mailbox stores. These are separate limits. As an Outlook user there are some important guidelines to remember regarding files and the use of e-mail to transport or store them. Under the new system, users are limited to a mailbox size of 100MB. As this limit is approached, restrictions will be automatically generated by the system and the user will be notified.

If you are getting close to using your allotted disk space, you may receive a message like this:

Your mailbox has exceeded one or more size limits set by your administrator. Your mailbox size is 80898 KB.

The message will go on to say that if your mailbox size grows beyond 100000 KB (about 100MB), you will no longer be able to send mail.

Please keep the size of your Exchange mailbox as small as possible and remove information from it as soon as you receive any mailbox warning message. People frequently misunderstand this message, thinking that Outlook is limiting the amount of mail they can keep on file. This is not true. There is no limit to the amount of e-mail that you can store in Outlook. There are, however, some rules about WHERE you can keep large amounts of e-mail.

While you may think of Outlook as a single "file cabinet" for your stored messages, it actually now has two compartments. The first compartment, which contains your Mailbox folders, resides on the Exchange server itself. The second compartment contains your Personal Folders. It's "personal" because these folders are stored in a pst file on your own hard disk (or possibly in your home directory on the network file server). The name of your personal folder file always ends in ".pst".

Now here's the important distinction: The mailbox size limit applies only to folders on the Exchange server. Those folders are stored in an area that's shared by all Exchange users, and limiting their size keeps the server working efficiently for everyone. In contrast, your Personal Folders files are stored on your hard drive.

12.12.1 MOVING MAIL OFF OF THE SERVER

Normally, new incoming mail is delivered to your Inbox on the Exchange server. In addition, you may be saving a copy of every message you send in your Sent Items folder on the server. Over time, messages will accumulate in your "Mailbox" area and eventually you may exceed your mailbox limit. When this happens, you must either delete some old mail, or move mail to your Personal Folders where it will no longer be subject to the mailbox limit. In theory, moving mail off of the server is simple. To move a message from one folder to another, you can use the Move to folder option on the Edit menu, or you can simply drag messages into your Personal Folders using your mouse.

12.12.2 CHECKING YOUR MAILBOX SIZE

To check the size of your Exchange mailbox at any time, follow these steps:

1. Make sure you're working Online by selecting [Connect] when prompted.
2. Right-click on [Mailbox – User Name] in the ALL MAIL FOLDERS Section, then select [Properties for "Mailbox – User Name - .."].

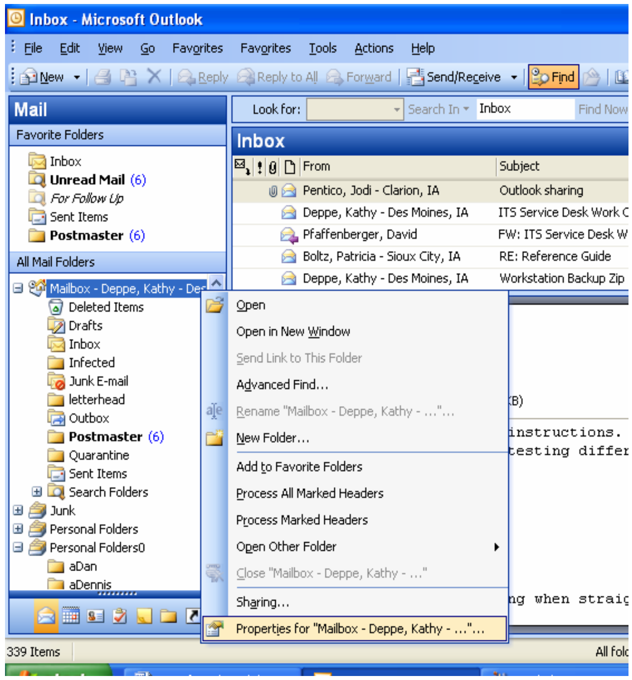


Figure 12.12.2a - Mailbox Folder Size Menu

3. Click on the [Folder Size] button on the GENERAL tab.
4. Click on the [Server Data] tab. If you see only the Local Data Tab that means you're still working Offline.

The TOTAL SIZE figure is the total amount of space your mailbox is using on the Exchange server. (Example: 57,669 KB = 57.6 MB). You can also see the size of each individual folder in the window below the total. Refer to the following screen print.

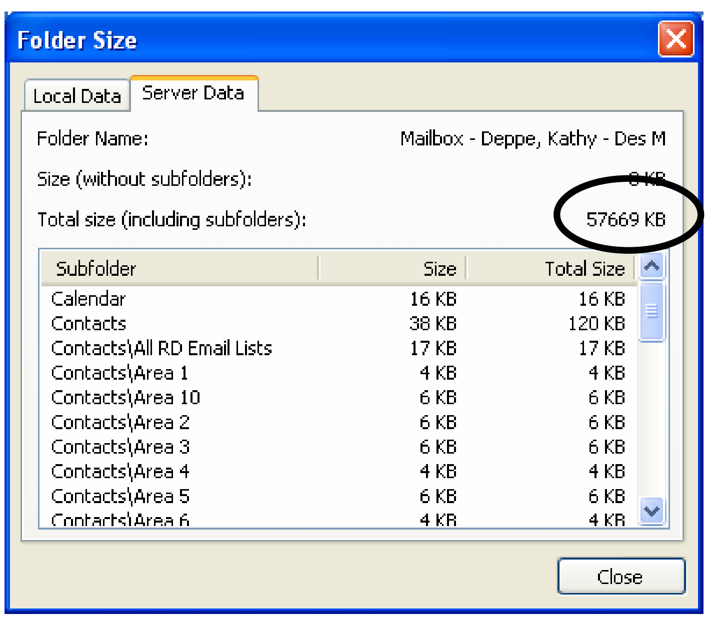


Figure 12.12.2.b - Folder Size Screen

12.12.3 CLEANING UP YOUR MAILBOX

Mailbox cleanup is the process of moving items to archive files to free up space in your mailbox. In Outlook, mailbox cleanup is simplified with the addition of the Mailbox Cleanup dialog box (Figure 12.12.3.a). To access Mailbox Cleanup, on the Outlook toolbar, click [Tools] ➔ [Mailbox Cleanup].

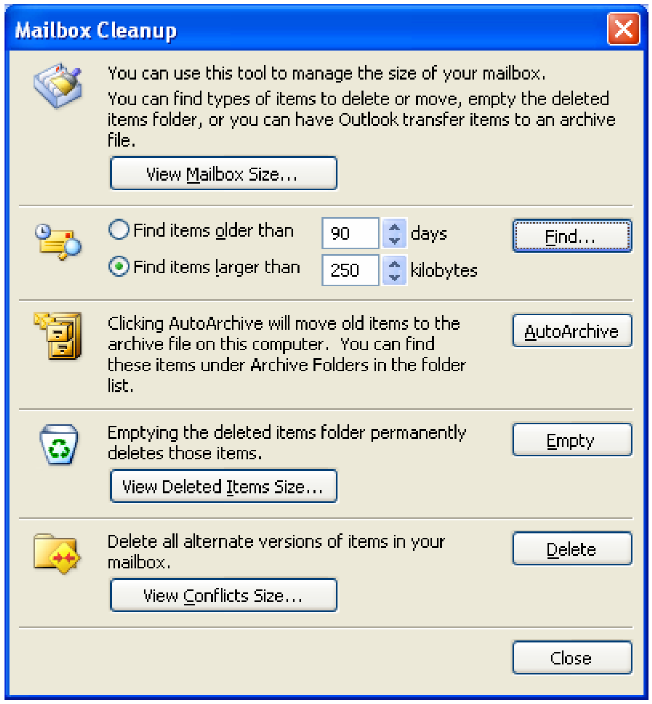


Figure 12.12.3.a – Mailbox Cleanup Screen

You can perform the following tasks within Mailbox Cleanup to free up space in your mailbox:

- To determine the size (in kilobytes) of your mailbox, in the top pane of Mailbox Cleanup, click [View Mailbox Size].
- To find items older than a specified number of days or items that are larger than a specified number of kilobytes, click the appropriate option, type a **date or a file size**, and then click [Find].
- To move old items to the archive file, click [AutoArchive].
- To permanently delete items from the deleted items folder, click [Empty] then click [Yes]. To see the size of your deleted items folder, in the bottom pane of Mailbox Cleanup, click [View Deleted Items Size].

12.12.4 ADDITIONAL TIPS FOR MANAGING MAILBOX SIZE

12.12.4.1 DELETED ITEMS

Remember that when you delete a message, it is not removed immediately. It's moved to your Deleted Items folder, where it still counts against your mailbox limit. To get rid of deleted messages completely, right-click on the Deleted Items folder and select **Empty Deleted Items folder**. (You can also configure Outlook to empty this folder every time you exit the program).

12.12.4.2 SENT ITEMS

By default, Outlook keeps copies of all your sent mail (including file attachments) in the Sent Items folder. Don't forget to clean out that folder as well.

With Outlook open, make sure you have the folder list showing on the left hand side. If you don't, then click on **View** and then **Folder List**.

Click on the **Sent Items** folder and highlight one of the e-mails on the right hand side. Press CTRL + A to highlight all of the e-mails. With all the e-mails highlighted press delete on your keyboard. The e-mails will be sent to your deleted items folder.

12.12.4.3 ATTACHMENTS

Messages with attachments are likely to be taking up the most room, so look for the paperclip symbol that indicates an attachment. You can click the paperclip symbol in the column headings to sort attachment-bearing messages to the top (or bottom) of the window.

12.12.4.4 SORT BY SIZE

In the folder contents view, click on the Size column to sort large messages to the top. If you don't see a column listing the size of each message, you can add one: on the View menu select Current view and then Customize current view. This can help you find the message with the big attachment that is causing all the trouble.

12.12.4.5 CCE RECOMMENDATIONS

CCE recommends that users do not use the e-mail system to send file attachments larger than 2 megabytes (MB). CCE e-mail servers are set up to give users a finite amount of disk space to store incoming or outgoing e-mail. File attachments can consume a large portion of this allocation and may prevent the e-mail user's account from getting any more e-mail because the storage space has been exceeded. In addition, if you have a low-bandwidth network connection, uploading and downloading e-mail can take an extremely long time when big attachments are involved.

12.13 PERSONAL FOLDERS (.PST) DATA FILES

Your e-mail messages, calendar, and other items are delivered to and stored on the Exchange Server.

12.13.1 OPENING OUTLOOK .PST FILES IN OUTLOOK 2003

Because of the size limitation for the Exchange Server, it is recommended that any messages needing saved are moved down and stored to a local (outlook.pst) Personal Folder. To open up an old existing Microsoft Outlook.pst file, you will need to complete the following:

➲ *Existing employees probably already have an existing Personal Folder and these instructions have already been performed.*

1. Open the Mail Folder in Outlook if not already opened. (Click on [Go] ➔ [Mail]).
2. Click on [File] ➔ [Open] ➔ [Outlook Data File].

3. Change the LOOK IN field to the **location where your outlook.pst file(s) is located** (i.e. h:\outlook, etc.).
4. Click on the [.pst] file (i.e. outlook.pst, outlook1.pst, etc.), then click on [OK]. The new folder will now appear in the ALL MAIL FOLDERS section in Outlook.
5. Repeat the above steps if you have more than one outlook.pst file to convert.

If you did not have an existing .pst file from the old version of Outlook, complete the steps in Section 12.13.2 to create a new pst. file for storage.

12.13.2 CREATING .PST FILES

You can create data files if you want to organize Outlook items into specific folders. For example, you might want to keep all messages from a specific company in a separate data file. When you create the data file, you can use any name for the file. The default name is **Personal Folders(0).pst**, **Personal Folders(1).pst**, and so forth. You can use any name for the folder associated with that data file (i.e. Meetings.pst, etc.).

Perform the following to create a .pst file:

1. With Outlook Open, click on [Go] ➔ [Folder List].
2. Click on [File] ➔ [New] ➔ [Outlook Data File].
3. With [Office Outlook Personal Folders File (.pst)] selected, click on [OK].
4. Beside the SAVE IN: field, click on the **down arrow** and drill down to the **h:\outlook** folder (Note: For laptop users, drill down to c:\home\firstname.lastname\outlook).
5. Change the FILE NAME: field (Example: outlook1.pst, outlook2.pst, etc.), then click [OK].
6. At the CREATE MICROSOFT PERSONAL FOLDERS screen, click on [No Encryption], then click [OK].

In the All Mail Folders sections, the new .pst file will appear with a $\boxed{+}$ sign in front of it. The first .pst data file will appear as Personal Folders, the second .pst data file will appear as Personal Folders0, then Personal Folders1, 2, 3, etc. The default subfolders are Deleted Items and Search Folders. To add additional subfolders, right click on [Personal Folders], then select [New Folder]. Give the subfolder a name and with Personal Folders selected, click [OK].

If you want to rename the Personal Folders File, **right click on Personal Folder 0 or 1, etc**., then select [Properties for “Folder name”]. Click on [Advanced]. Type the **new folder name** in the Name field, replacing the Personal Folders, 0, 1, etc. name, then click [OK].

12.13.2.1 CONVERTING OUTLOOK 2002 PST FILES TO OUTLOOK 2003 FORMAT

E-Mail messages that need to be retained from the Exchange Server to a local workstation or network drive in a local PST file. PST files created under Outlook 2003 are more stable as the file size increases. It is not intended that the PST file store every e-mail message ever received but rather messages that need to be accessed on a periodic basis.

It is not required to convert the PST file to the Outlook 2003 format unless you are storing a large number of messages. There is no easy conversion and the process can take a period of time. You can use the steps in Section 12.2.2 to review the size of the current PST. You will need to right click on the [Personal Folder] instead of the Mailbox – User Name. If it approaches 300 MG you need to consider, removing messages or creating a second PST or converting the PST to Outlook 2003 Format.

Steps to Create and Convert PST File to Outlook 2003 Format.

Perform steps found in 12.13.2 to create a PST file. The current PST is probably named Outlook.pst and is either stored under c:\home\firstname.lastname\outlook or h:\outlook. To determine where the current PST is located and name, perform the following steps.

After the new PST file has been created you will need to highlight the folders and e-mail messages you want to transfer to the new PST. Basically you will need to click and drag from one PST to the other. See the following examples.

12.13.3 AutoArchive

You can also use AutoArchive to move items to an archive file (Archive.pst). Unlike exporting, where the original items are copied to the export file but are not removed from the current folder, archiving copies items to the archive file and then removes them from the current folder. AutoArchive allows you to set up a schedule and archive multiple folders at the same time at set intervals.

- When you remove items from a Personal Folders file, your file size will not decrease unless you Compact the file.

You can use a data file to make information, such as Contacts, available to another computer you use or to people you work with. The easiest way to do this is to export (copy) the information to a .pst file using the Import/Export Wizard.

12.14 Using Outlook Web Access (OWA)

Information Technology Services (ITS) has now deployed the ability for employees to access their Exchange e-mail from their home computers. Access to the Outlook Web Access (OWA) through Internet Explorer is now available from both internal (access by employees on USDA network) and external (access by home computer on private network, i.e. DSL/Cable/Dialup).

When using the OWA, you would open Internet Explorer and type in the following URL address based on your domain:

There are three entry points to the OWA (See links below), and employees are encouraged to use the URL assigned to their region to balance the load, but they can use any one of the other links if the designated link is not available.

Aglo users should use the one closest to their location. (i.e. Washington D.C. users would use Ageast; Ft. Collins users would use Agwest).

OWA URLs for both Internally and Externally

STL (Ageast Region)	https://webmail-east.one.usda.gov/exchange/
KCC (Agcentral Region)	https://webmail-central.one.usda.gov/exchange/
FTC (Agwest Region)	https://webmail-west.one.usda.gov/exchange/

Please note that SSL and "/exchange/" are required. If desired, the URL should be bookmarked *after* a successful OWA login, otherwise an incorrect URL may be stored.

Refer to the following section for "Helpful Hints" on using OWA.

If you have any questions, please contact the IT Support Member responsible for your office.

12.14.1 Helpful Hints on Using Outlook Web Access (OWA)

The following are items that you should keep in mind when accessing the web site.

☞ When you access OWA you can get one of the following logon screens. You will need to input your domain\user account (agcentral\first.lastname) and then the password. The first.lastname and password is the same as your logon account.

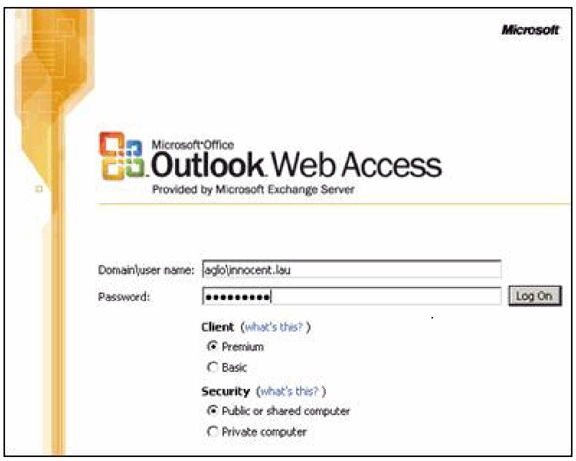


Figure 12.14.1.a – Possible Logon Screen

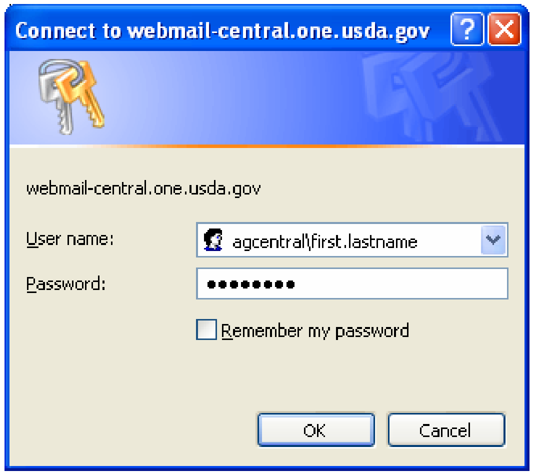


Figure 12.14.1.a – Possible Logon Screen

☞ Not all features of the Outlook XP client are available in OWA mode. The following chart provides a comparison on some of the common features.

Feature	XP Outlook Client	OWA
Basic Features		
E-mail	Yes	Yes
Calendaring	Yes	Yes
Contacts	Yes	Yes
Tasks	Yes	No
Access to embedded objects	Yes	Yes
Rich text	Yes	Yes
HTML	Yes	Yes
Drag-and-drop editing	Yes	Yes
Shortcut menus	Yes	Yes
Offline use	Yes	No
Journal	Yes	No
Printing templates	Yes	No
Advanced Features		
Delegate access to mailbox	Yes	Yes (read-only)
Timed delivery	Yes	No
Expiration	Yes	No
Spelling checker	Yes	No
Reminders	Yes	No
Outlook rules	Yes	No

- When employees use their home computer, ITS knows there is the risk that the machine does not have a Virus protection software and that the definition pattern is not up-to-date. While the Exchange Server that you are accessing does have virus protection software it is recommended that you invest in some type of virus protection software for your home computer.
- If it is necessary to use OWA on a public computer, such as the local library, be careful on who is watching over your shoulder. It is best to avoid using a public computer, but some situations may warrant this use.
- If a public computer is used, it is important to remove the cached files and online history before you leave the system. To perform this action at the Internet Explorer window, click on [Tools] ➔ [Internet Options] and then click on [Delete Cookies], [Delete Files] and [Clear History].

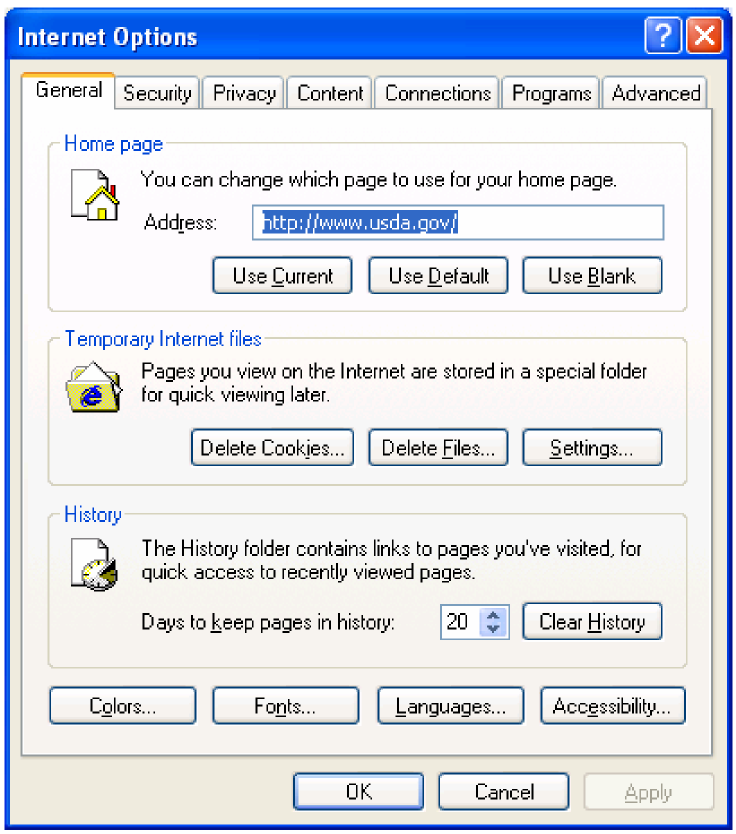


Figure 12.14.1.c – Internet Options Screen

- When sending or storing attachments, you should take great care in what happens to the attachment. If is contains sensitive information you need to remember that you should not store copies on your home computer.
- While this feature provides access to your office e-mail, remember that abusing the system will lead to removal of this access. We all play an important part in keeping this access secure.

12.15 CONFIGURING OUTLOOK ON ANOTHER USDA WORKSTATION

Anytime you log onto a computer for the first time, the system will configure Outlook for you so that you are able to check your email on that pc. This can occur if your current computer needed to be rebuilt; you use another pc in another location, etc. and want to use someone else's computer.

Following you will see the process Outlook goes through the first time you log onto a computer and the steps to perform.

1. Log onto the computer with your **Regular Userid and Password**.
2. You will then receive several DOS Command screens that will flash on the screen and then the following screen message.

➲ *The IADESMOIN2L412 to IADESMONI2L412 will be replaced with the computer name you are logging onto along with the current date and time.*

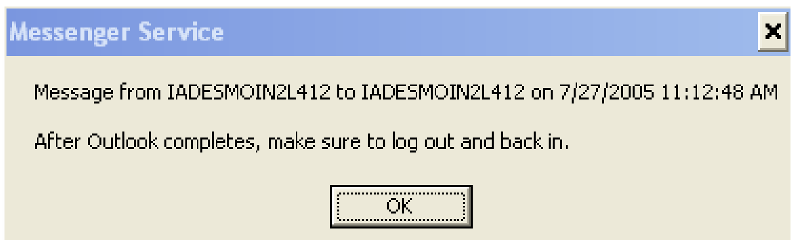


Figure 12.15.a - Messenger Service Screen

3. Click [OK].
4. If the USDA Licenses Material screen appears, click on [Accept]. Otherwise, continue with the next step. Refer to the following screen print.

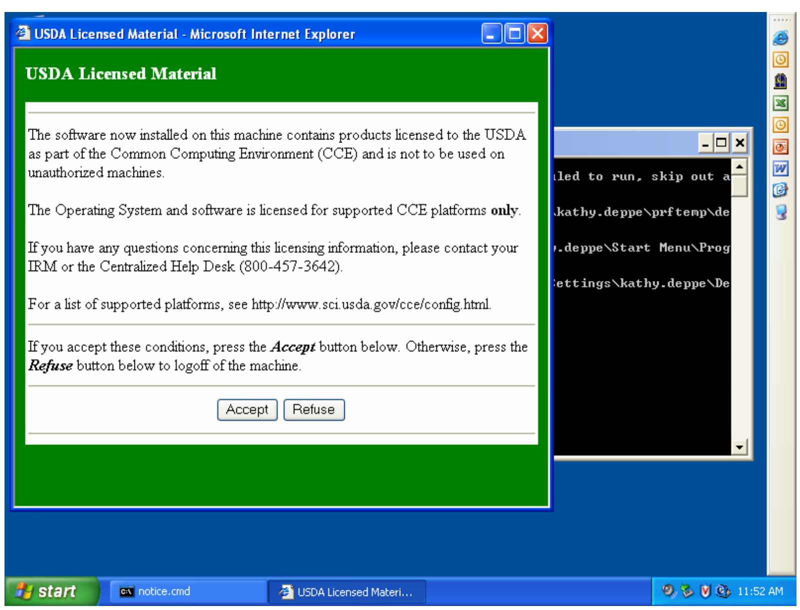


Figure 12.15.b – USDA Licenses Material Screen

5. The following screen will appear showing the update of Microsoft Office Professional Edition 2003.

Figure 12.15.c – Microsoft Office Professional Edition 2003 Updates

6. Once this message disappears, Outlook will begin the configuration. You will receive the following screen print.

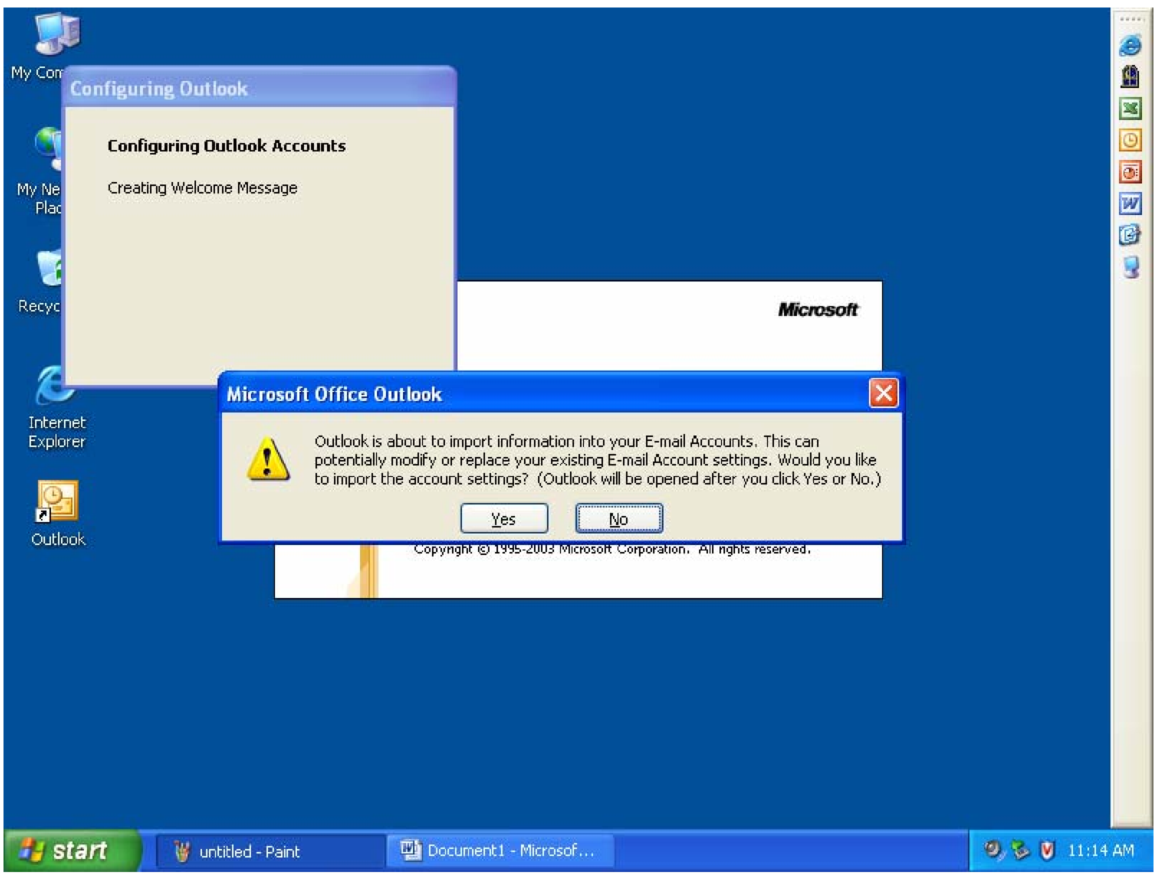


Figure 12.15.d – Import Outlook Information Message

7. Click [Yes].

8. Wait for the USER NAME screen, then click [OK].

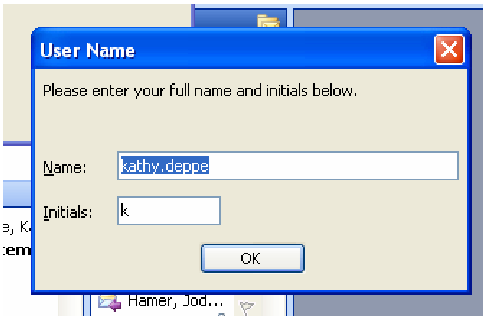


Figure 12.15.e – User Name Screen

9. Outlook will finish configuring and open.
10. Click on [File] ➔ [Exit] to close out Outlook.
11. Log off the computer ([Start] ➔ [Log Off] ➔ [Log Off]) then log back in. You will receive the following screen print.
12. If the USDA Licenses Material screen appears, click on [Accept]. Otherwise, continue with the next step. Refer to the following screen print.

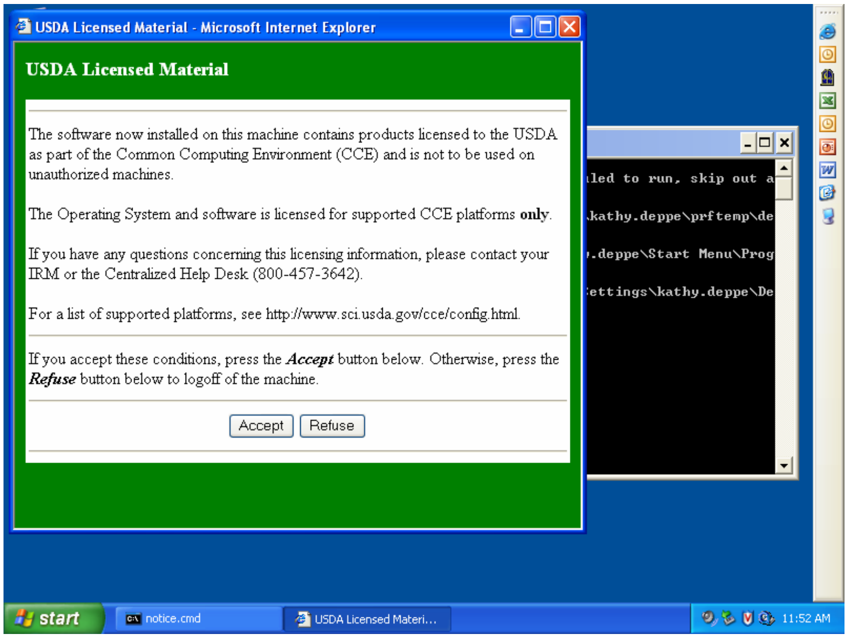


Figure 12.15.f - USDA Licensed Material Screen

13. Access Outlook and perform the steps in Section 12.1 – Configuring Outlook to Work Offline and Section 12.2 - Schedule Automatic Send/Receive Synchronization.

12.16 GETTING ADDITIONAL HELP IN OUTLOOK

To get additional information about features you may be interested in using, try accessing the Outlook Help option.

1. With Outlook Open, click on [Help] ➔ [Microsoft Office Outlook Help].

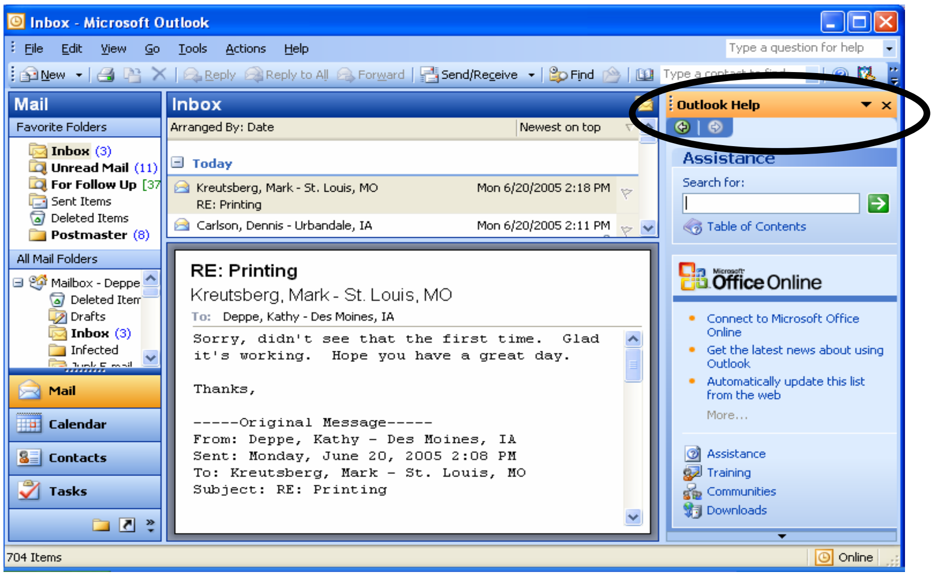


Figure 12.16.a – Microsoft Office Outlook Help

2. Type in some keywords to search for. You can search for some of the new features available now that we are using an Exchange such as,

12.17 SHARING OUTLOOK FOLDER(S)/CALENDAR

The following instructions provide the steps to share out your Outlook Calendar and how another person can access the shared Calendar. Sharing other folders in Outlook will follow these basic steps.

12.17.1 ALLOW SOMEONE ELSE ACCESS TO YOUR OUTLOOK FOLDER(S)/CALENDAR

➲ *The person you give access to will not automatically be notified or see any changes to their Outlook. You will need to contact the person to let them know you have given them access and they will need to specifically go in and open your folder(s) using the steps in Section 12.17.2.*

➲ *If you want the person to have access to more than one folder (i.e. Calendar, Inbox, etc.), you will have to process each folder individually.*

1. While in Outlook, click on [Go] ➔ [Folder List] unless your Folder List is already showing up.

2. **Right click on the folder you want to share**, then click [Properties].

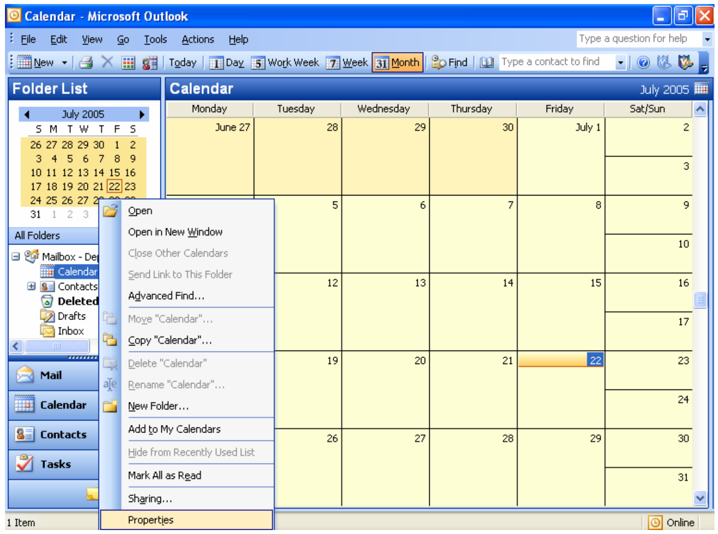


Figure 12.17.1.a –Folder to be Shared Submenu

3. At the CALENDAR PROPERTIES screen, click on the [Permissions] tab.

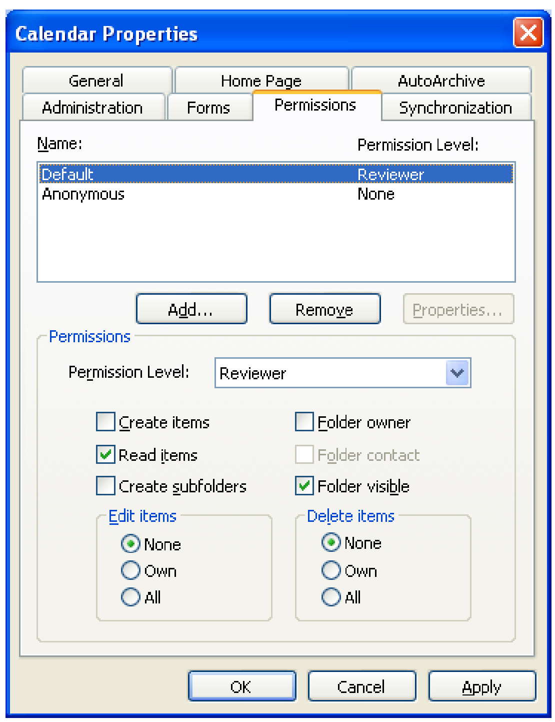


Figure 12.17.1.b - Calendar Permissions Screen

4. Click on [Add].
5. At the ADD USERS screen, in the SHOW NAMES FROM THE: field, select [Global Address List].

➲ *The person you select must be on Exchange and appear in the "Global Address List". Your Personal Contacts list(s) will not be available.*

6. In the Type Name or Select from List: field, type in the **last name of the person you want to share your folder with**.

➲ *You can also scroll down the list and locate the person.*

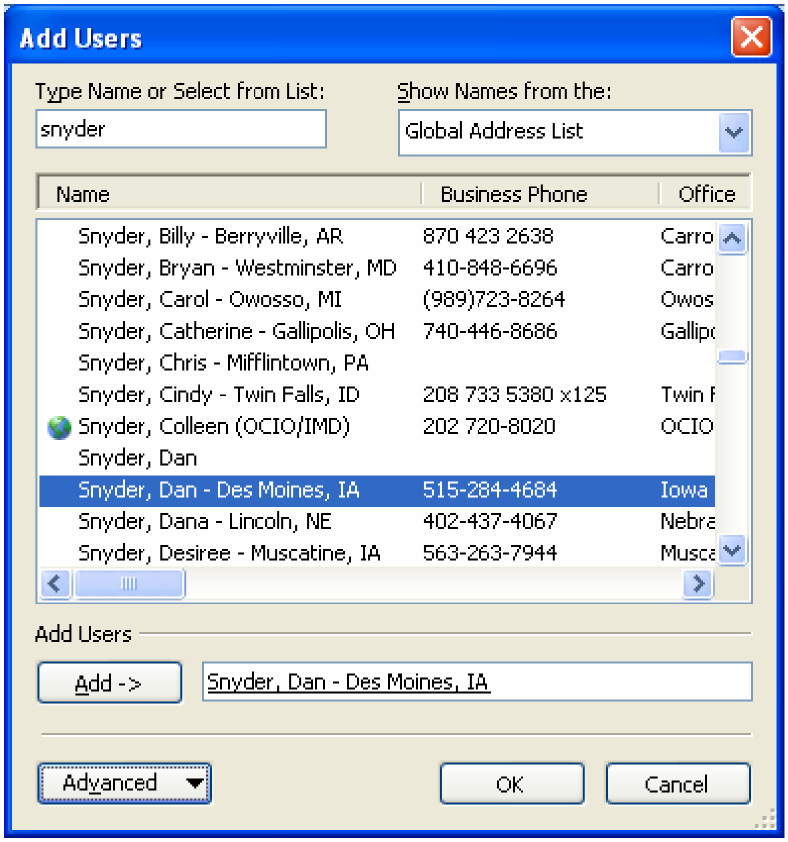


Figure 12.17.1.c - Add Users Screen

7. Once you locate the user, **click to highlight their name**, then click on [Add->]. Refer to the following screen print.

➲ ***<u>DO NOT</u>*** *change the "default" or "anonymous" accounts*

8. Click [OK]. Their name should now appear in the Name/Permission Level section. See the following screen print.

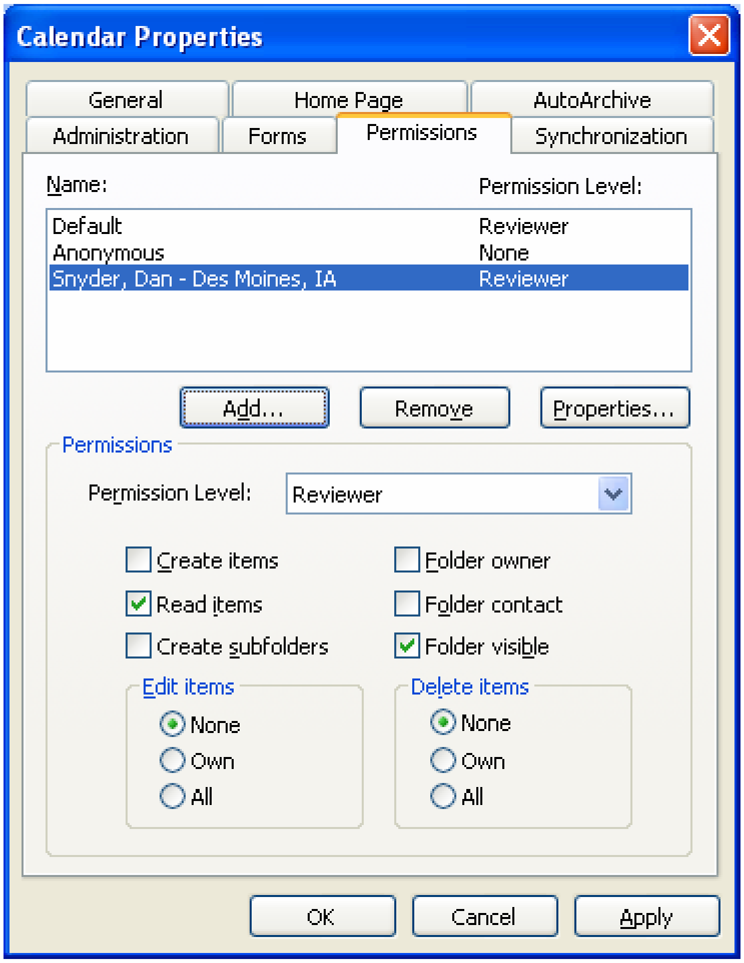


Figure 12.17.1.d - Folder Properties/Permission Screen

9. Select the [Permissions Level]. (i.e. the things you want this person to be able to do (or not do) to your data). Refer to the following for explanations of each level.

➲ *There are several default categories you can select at the "Permissions Level" drop down that have appropriate read/write/delete settings, or you can choose individual settings to create your own unique access for this person*

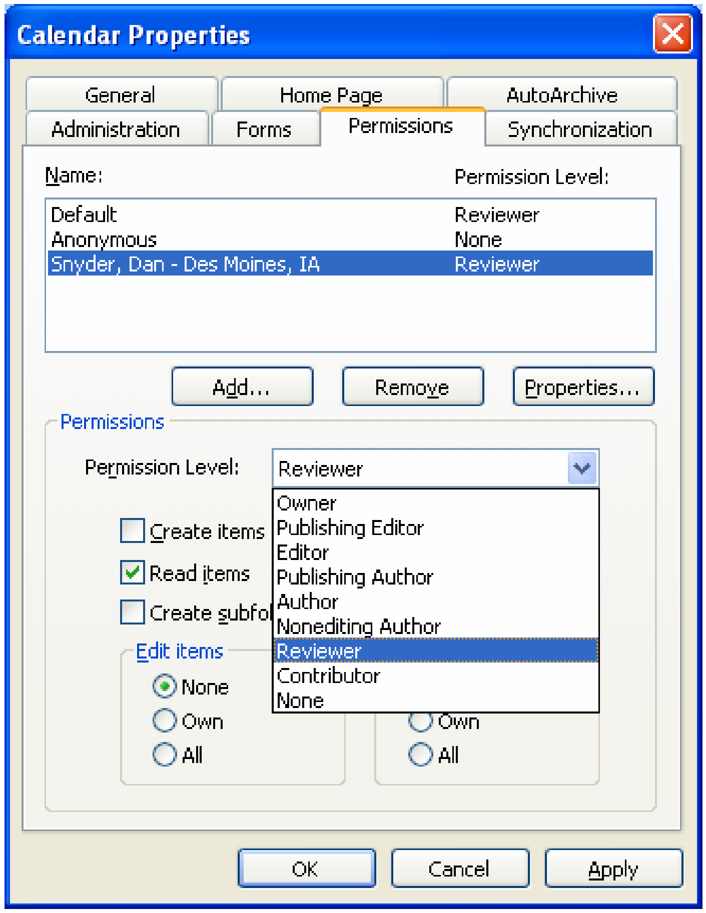


Figure 12.17.1.e - View of Different Permission Levels

[Owner] - Grants all permissions in the folder. Create, read, modify, and delete all items and files and create subfolders. The owner can also change permission levels that others have for the folder.

[Publishing Editor] - Grants permission to create, read, modify and delete all items and files, and create subfolders.

[Editor] - Grants permission to create, read, modify, and delete all items and files.

[Publishing Author] - Grants permission to create and read items and files, modify and delete items and files you create, and create subfolders.

[Author] - Grants permission to create and read items and files, and modify and delete items and files you create.

[Nonediting Author] - Grants permission to create and read items and files.

[Reviewer] - Grants permission to read items and files only.

[Contributor] - Grants permission to create items and files only. The contents of the folder do not appear.

[None] - Grants no permission in the folder. Use this as the default permission when you want to limit the folder audience to only users you specifically add to the Name/Role box.

10. Select one the following **Check boxes**:

    [Create Items] - Grants permission to post items in the folder.

    [Read Items] - Grants permission to open any item in the folder.

    [Create Subfolder] - Grants permission to create subfolders in the folder.

    [Folder Owner] - Grants all permissions in the folder.

    [Folder Contact] - Grants folder contact status. Folder contacts receive automated notifications from the folder, such as replication conflict messages, as well as requests from users for additional permissions or other changes in the folder.

    [Folder visible] - Grants permission to see the folder.

11. Select one of the following **Edit Items**:

    [None] - Does not allow changes to any item.

    [Own] - Allows you to modify items you cr**eate.**

    [All] - Allows you to modify any item.

12. Select one of the following Delete Items

    [None] - Does not allow you to delete any item.

    [Own] - Allows you to delete items you create.

    [All] - Allows you to delete any item.

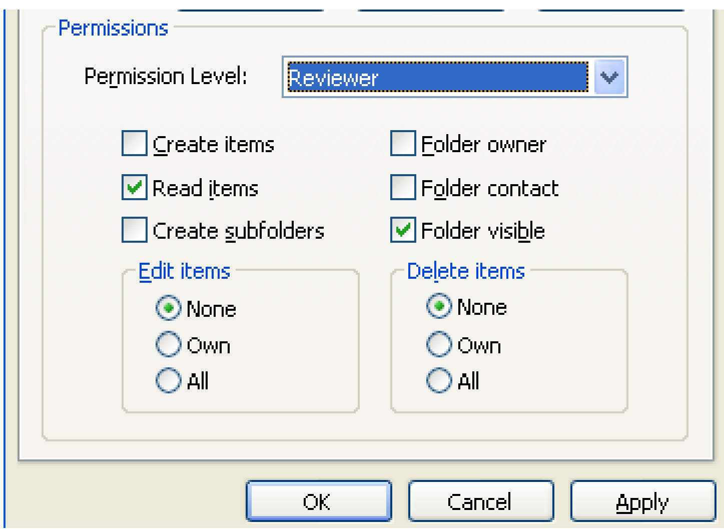


Figure 12.17.1.f - Example of a Reviewer Permissions Options

12.17.2 ACCESSING SOMEONE ELSE'S OUTLOOK FOLDER(S)/CALENDAR

➲ *Section 12.17.1 must be performed prior to being able to access someone's Outlook Folders.*

1. While in Outlook, click on **[Go]** ➔ **[Folder List]** unless your Folder List is already showing up.
2. To access folders that someone else has given you permission to do so, right click on your [Mailbox – lastname, firstname] then select [Open Other Folder] ➔ [Other User's Folder].

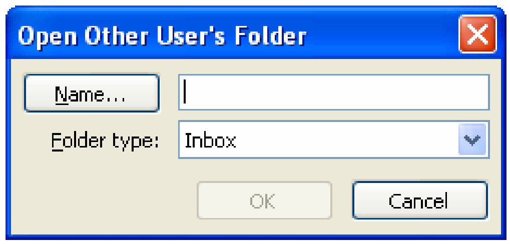


Figure 12.17.2.a – Open Other User's Folder Screen

3. Click on [Name].
4. At the SELECT NAME screen, in the SHOW NAMES FROM THE: field, select [Global Address List].

➲ *The person you select must be on Exchange and appear in the "Global Address List". Your Personal Contacts list(s) will not be available.*

5. In the Type Name or Select from List: field, type in the **last name of the person whose folder you want access to**. Refer to the following screen print.

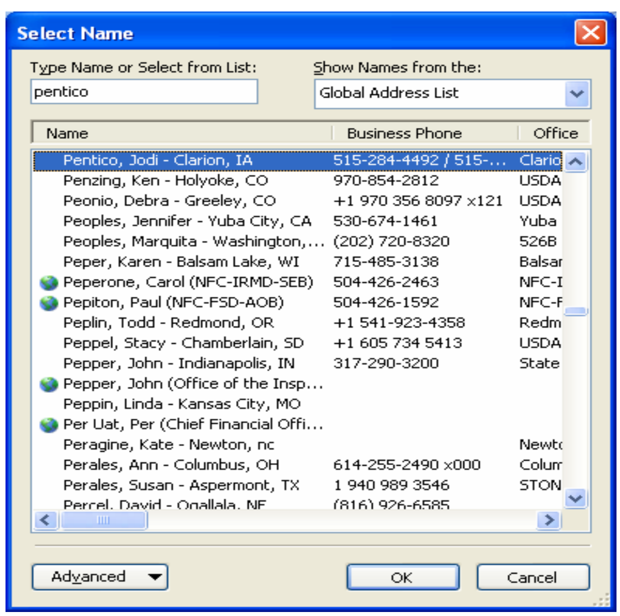


Figure 12.17.2.b – Open Other User's Folder Screen

➲ *You can also scroll down the list and locate the person.*

6. Click on the User Name that owns the folder that you want to access, then click [OK].
7. At the OPEN OTHER USER'S FOLDER screen, click on the **down arrow** by the FOLDER TYPE: field and select the **user's folder you want to access** (in this example: Calendar). Refer to the following screen print.

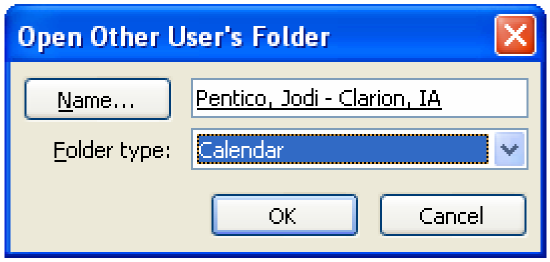


Figure 12.17.2.c – Open Other User's Folder Window

8. Click [OK].

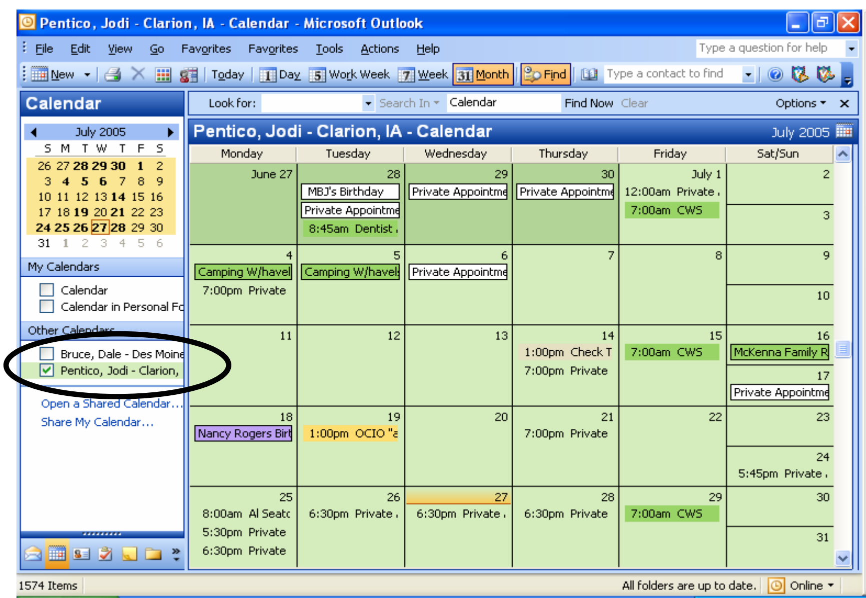


Figure 12.17.2.d – View of the Shared Folder

9. Their folder (Calendar, Inbox, etc) will open for you in a new window and you can review and make changes according to the permissions set by the user.

➲ *If the user gave you access to more than one folder, you are going to have to select them one at a time by repeating the above steps.*

10. **Remove the checkmark beside the name for the shared calendar** under the OTHER CALENDARS box and it will close out the shared calendar.

13 INTRODUCING MICROSOFT OFFICE XP

This section is intended to be an overview of the new features in three of the most used applications in Office XP: Word, Excel and Access.

13.1 OFFICE XP ENHANCEMENTS

- **Office task panes** -- Common tasks in Microsoft Office are now organized in panes that display with your Office document. These panes allow you to continue working on your main document while performing other tasks. Examples of these tasks would be (searching for items, using the Clipboard Gallery to view items that have been placed on the clipboard, etc.) Task panes vary for each Office Application.
- **Help Screens** -- The menu bar now includes a help section that allows you to type a question and receive help on that item.
- **Application Recovery** -- This feature makes backup copies of open documents (Recovery Documents). If the application is Not Responding (crashes) this feature will automatically appear giving you the option of saving the document, restarting Word and opening the recovered document. This generally preserves any documents being worked on when the failure occurs.

  Additionally, if the recovery option does not automatically appear, you can end the application by:

  1. Click [Start] ➔ [All Programs] ➔ [Microsoft Office] ➔ [Microsoft Office Tools] ➔ [Microsoft Office Application Recovery].
  2. The Microsoft Office Application Recovery Dialog Box will open.

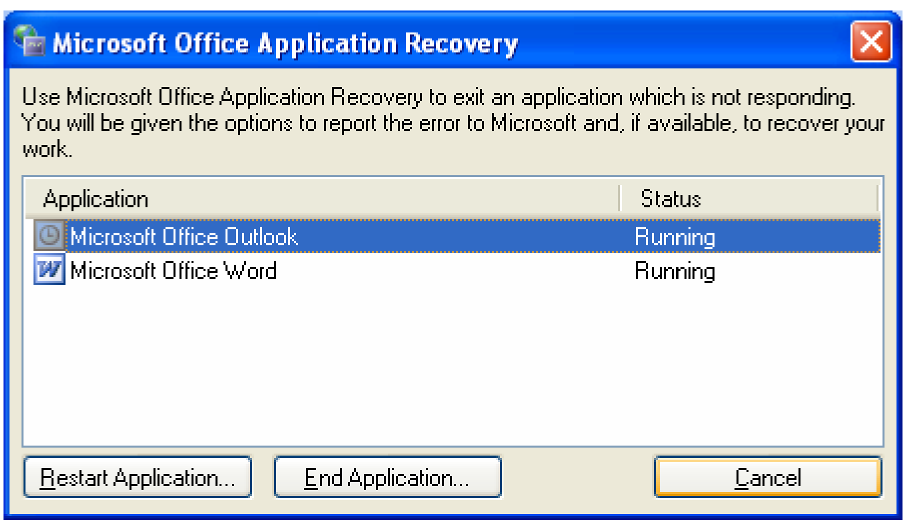


Figure 13.1.a - Application Recovery Screen

  3. Applications that are not responding can be safely ended from this dialog box.

- **Smart Tags** -- New in-place buttons called "smart tags" let you immediately adjust how information is pasted or how automatic changes occur in your Office programs. For example, when you paste text from Microsoft Word into Microsoft PowerPoint, a button appears next to the text. Click the button to see a list of choices for fine-tuning the formatting of the pasted text. Smart tags and their associated choices vary per Office program.
- **Conceptual diagrams** -- Word, Excel, and PowerPoint include a new gallery of conceptual diagrams. Choose from diagrams such as **Pyramid** for showing the building blocks of a relationship, **Radial** for showing items in relation to a core element, and more.

13.2 MICROSOFT OFFICE CUSTOMER EXPERIENCE IMPROVEMENT PROGRAM

USDA is not participating with this program. Complete the following to configure it to be a non-participant.

1. Double click on the [Microsoft Office Customer Experience Improvement Program] icon in the Task Bar. Refer to the Figure below.

Figure 13.2.a – MS Office Customer Experience Improvement Program Icon

2. At the SERVICE OPTIONS screen, click on [No. I don't wish to participate], then click on [OK].

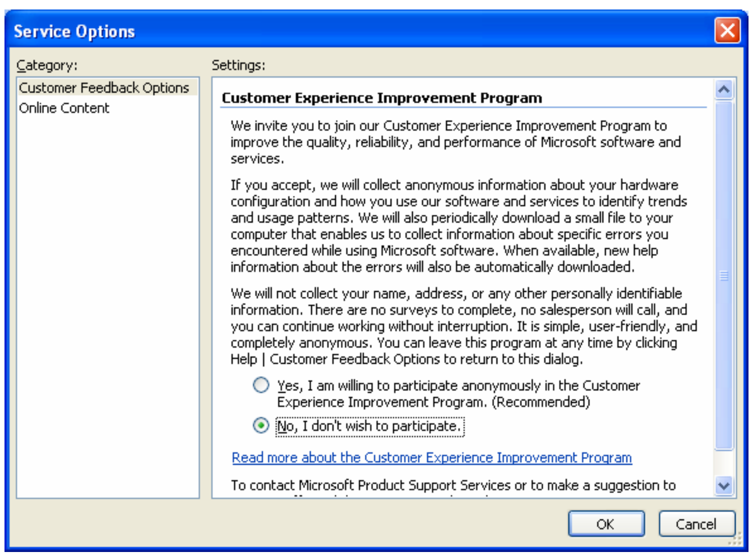
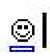
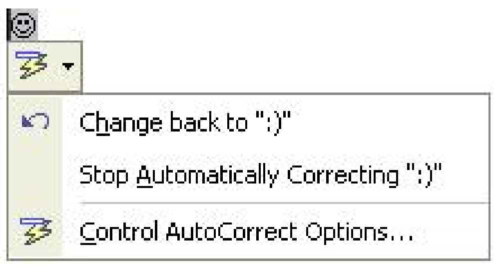


Figure 13.2.b – Customer Experience Improvement Program Service Options screen

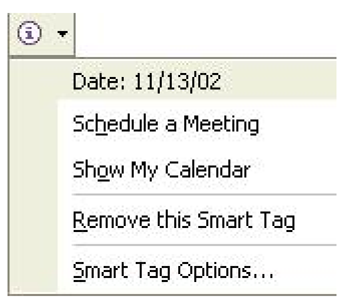
13.3 MICROSOFT OFFICE WORD 2003

- **Select Multiple Areas of Text** -- Multiple areas of text can now be selected at once using the CTRL key. (This functionality works the same as in Windows Explorer when selecting non-contiguous files.)
- **Find --** The Find feature can now find all instances of text, making it simple to make mass changes to the formatting of the text. This works similar to the "Replace All" option in Word 97, however, now all instances of text can be selected at once and the text itself can be changed (font, color, size, etc.)
- **AutoCorrect Smart Tags** -- These appear when AutoCorrect makes a change to the document. For example, If you type : followed by) AutoCorrect will replace those two characters with a smiley face when you press the space bar. In cases where you do not want this to occur, you can use the backspace key, which will revert the characters, or you can use the smart tags menu (click on the little blue smart tag) to revert the change. An example of this is shown below.





- **Smart Tags** -- Smart Tags have also been added for names, addresses and dates. These smart tags will allow you to add a name to Contacts in Outlook, obtain maps/driving directions for an address, link dates to the Calendar in Outlook, etc. To use Smart Tag capabilities, click on the  icon and select from the Smart Tag menu.
- Smart Tags options can be customized by clicking [Tools] ➔ [AutoCorrect] ➔ [Smart Tags] (Tab).



- **Styles and Formatting --** Styles are now much easier to use with the Styles and Formatting Task Pane. Styles can now be added to lists and tables as well. Using this task pane, formatted text can be returned to the Normal Style, removing all formatting except hyperlinks using.

- **Mail Merge** -- A Mail Merge Task Pane is now available. This pane walks you through the steps of creating merge letters, labels, envelopes, etc. It makes the process of creating a merge document much simpler. To access Mail Merge, click [Tools] ➔ [Letters and Mailings] ➔ [Mail Merge Wizard]. Follow the steps, reading tips and choosing items necessary.
- **Merge Documents** – If you open a merge document that was created in a previous version of Word, answer [Yes] at the prompt for converting to Word 2003.
- **Watermark --** The watermark options have now been improved, allowing you to choose text, pictures or a logo as the watermark for the document. To set a watermark, click [Format] ➔ [Background] ➔ [Printed Watermark].
- **Word Count Toolbar --** A new toolbar is available to show Word Count Statistics. It will display the number of pages, paragraphs, lines, words, and characters in the document. To view this toolbar, click **[View] ➔ [Toolbars] ➔ [Word Count].**
- **Track Changes** -- A new markup utility makes it easier to see revisions made with Track Changes, placing the changes and comments in the right margin. The Track Changes view can now also be printed.
- **Reviewing --** The reviewing toolbar now allows all changes to be accepted or rejected at once, as well as individually. It also allows filtering changes and comments to view by a selected reviewer or all reviewers.
- **Save as Web Page --** This feature has been enhanced, allowing users to remove XML tags, if desired. These XML tags added substantially to file size in previous versions of Word. This change allows for a much smaller web page size. To save a web page without XML tags, click [File] ➔ [Save As] ➔ [Web Page, Filtered].

13.3.1 TURN OFF THE TASK PANE ON STARTUP

Use this procedure to prevent the task pane from opening automatically when you start Microsoft Office Word 2003

1. In Microsoft Office Word 2003, click on [Tools] ➔ [Options].
2. Click the [View] tab.
3. **Remove the checkmark** in front of [Startup Task Pane].
4. Click [OK].
5. Exit out of the Word.

13.3.2 READING LAYOUT VIEW

13.3.2.1 TURN OFF THE READING LAYOUT VIEW WHEN VIEWING E-MAIL ATTACHMENTS

When you open a Microsoft Word document that you have received as an e-mail attachment, Word automatically switches to the Reading Layout View which shows more than one page of the document on the screen. If you don't want to use Reading Layout View for e-mail attachments, completed the following:

1. In Microsoft Office Word 2003, click on [Tools] ➔ [Options].
2. Click the [General] tab.
3. **Remove the checkmark** in front of [Allow starting in Reading Layout].

4. Click [OK].
5. Exit out of the Word.

13.3.2.2 Toggle Between the Reading Layout View and Normal View

There may be times that you want to view both Normal and Reading Layout views. This is possible by toggling between the two different views. To complete this complete the following:

1. Open Microsoft Word.
2. Look to see if the "Read" button visually appears on the Standard Toolbar. Refer to the following screen print.

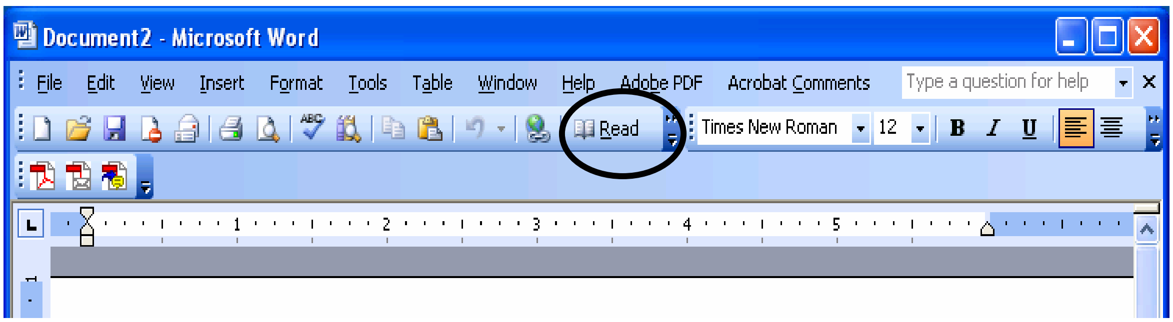


Figure 13.3.2.2.a – Read Icon Appears on Standard Toolbar

3. If you do not see the "Read" icon on the Standard Toolbar, click on the [Toolbar Options] on the right side of the toolbar, then click on [Read]. Otherwise, continue to the next step. Refer to the following screen print.

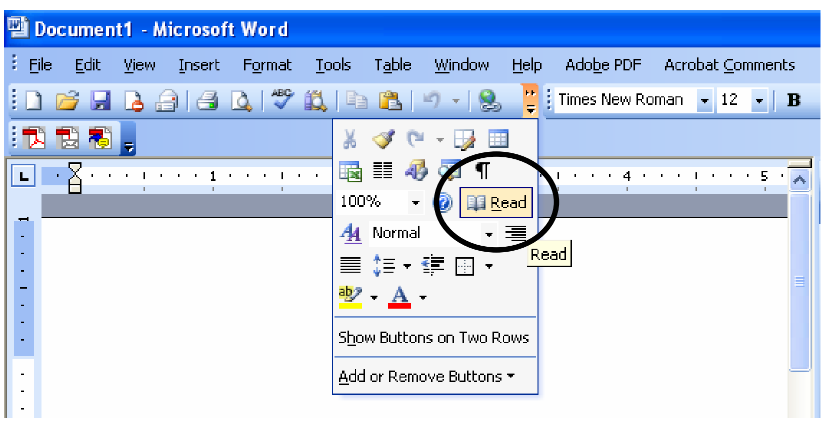


Figure 13.3.2.2.b – Toolbar Options

4. Click on [Read] if you have not already done so. The Viewing Layout screen will appear. Refer to the following screen print.

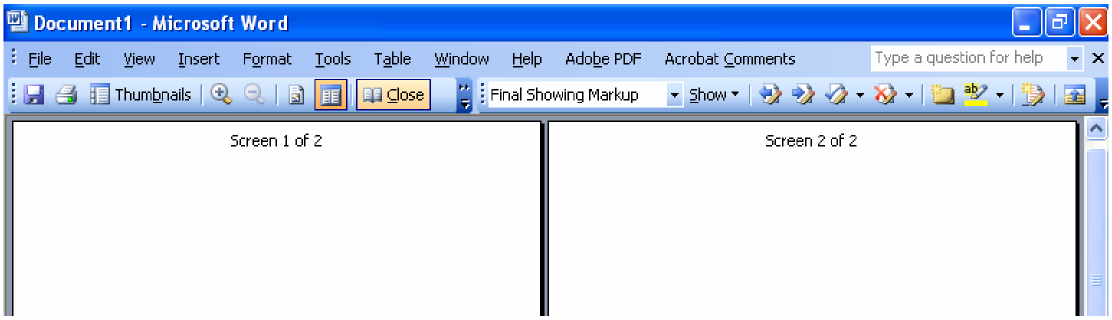
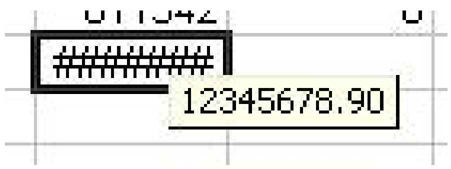


Figure 13.3.2.2.c – Reading Layout View

5. The Reading Layout Toolbar is now shown. To toggle back and forth between views, click on [Close] to go back to normal view, then click on [Read] to go to the Reading Layout view.

13.4 MICROSOFT OFFICE EXCEL 2003

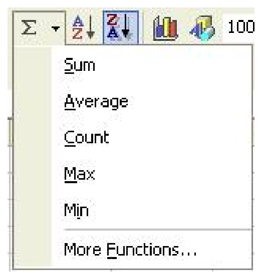
- **Smart Tags** -- Like Word, Smart Tags have been added to Excel. Error Checking Smart Tags automatically appear when the system detects what might be an error in a formula (for instance adding a sequence of numbers and missing the last items that are stored as text – which will not work in the formula). The error checking smart tag will display with a green triangle in the upper left corner of a cell. When selected the smart tag icon will display next to the cell. Clicking on the icon will provide an explanation of the possible formula problem.
- **Narrow Column ToolTip** -- This Tip will appear when the value is too large to appear in the column width set. The cell will still display #### but the complete value can be seen by clicking the ToolTip.



- **Function Screen Tips** -- This Screen Tip will provide arguments for a function after the function has been entered in the cell. This is an interactive tip and can provide help with the function desired. Clicking the function name will provide a help screen on the function. Clicking the argument name (i.e. number1) and the cell location will prefill the formula correctly.

- **Recommended functions in the Function Wizard** -- This allows you to type a natural language query, such as "How do I determine the monthly payment for a house loan", and the Function Wizard returns a list of recommended functions you can use to accomplish your task.

- **Cut-and-paste function reference examples** -- This allows you to cut and paste examples from the help screens to help you work with the help data and understand the actions desired.
- **Formula error checking** -- Like Grammar Check in Word, Excel uses certain rules to check for problems in formulas. These rules can help find common mistakes. You can turn these rules on or off individually by clicking [Tools] ➔ [Options] ➔ [Error Checking (Tab)].
- **Merge and Center** -- This button now acts as a toggle function. Once cells have been merged, simply click the button to un-merge the cells. 
- **Expanded AutoSum Menu** -- This function now includes some of the most often used formulas. To access these functions, click on the down arrow next to the AutoSum button and choose the desired function.



- **Worksheet Tab Color** -- The tabs in the workbook can now be color coded for ease of use. This can be used to separate tabs by office, function, details from summaries, etc. To change the color of the tab, right click the [Tab] ➔ [Tab Color] ➔ choose desired color and click [OK].

13.5 MICROSOFT OFFICE ACCESS XP

13.5.1 FEATURES OF ACCESS

- **Conversion Table** -- A table is created when errors are encountered during the conversion process to Access XP. This table makes it simpler to identify and address concerns created during the conversion process.

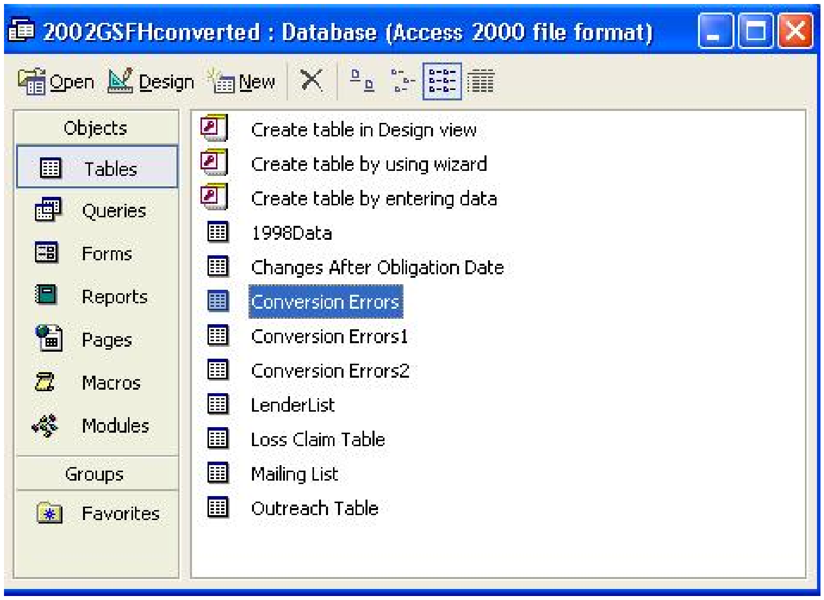
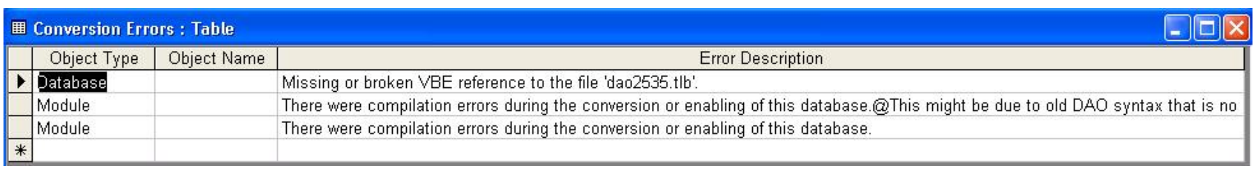


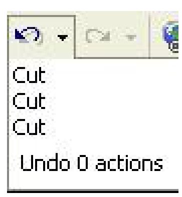
Figure 13.4.1.a - Microsoft Access Database with Conversion Table


Conversion Errors : Table

Object Type	Object Name	Error Description
Database		Missing or broken VBE reference to the file 'dao2535.tlb'.
Module		There were compilation errors during the conversion or enabling of this database.@This might be due to old DAO syntax that is no
Module		There were compilation errors during the conversion or enabling of this database.

Figure 13.4.1.b – Conversion Error

- **File Format** -- Access XP has a new file format that supports future enhancements without requiring the data format to change, as well as faster processing of large databases.
- **Undo/Redo** -- Multiple actions can now be changed with the Undo and Redo functions in most design views.



- **PivotTable and PivotChart** -- These views make it easier to analyze data for complex patterns. (This function is similar to the function available in Excel 97). These views can be saved as data access pages that can be viewed by anyone with Internet Explorer 5 or later. Subforms can also be used in the PivotTable and PivotChart views.
- **Field List** -- Pressing F8 on a form or report in design view will display the field list.
- **Schemas and Style Sheets** -- Access also provides methods for easily controlling your data by making it simple to create and apply schemas and style sheets. Access allows you to easily describe and deliver rich, structured XML data to and from any application in a standard, consistent way. For example, you can use Access to create a schema that describes the structure of your data and then send the schema to your team members so that they know exactly how to expect your data to appear in reports and/or charts, etc.

- **Subforms/Subreports** -- You can now open subforms or subreports in their own Design view window directly from within the form or report or from the **View** menu. Scrolling has also been improved so that it is easier to work with subforms and subreports in Design view.
- **Design View** -- Pressing ENTER after selecting a field in the field list in form or report Design view will automatically add the field to the form or report design surface. Pressing CTRL+TAB will move the focus from a form or report section to a subsection.

13.6 MICROSOFT OFFICE PUBLISHER 2003

Publisher can help you create great-looking publications in the same amount of time (or less) than you'd spend using a word-processing program. Publisher makes it especially easy by giving you hundreds of professional designs to start from.

Publisher includes designs for newsletters, brochures, Web sites, business cards, postcards, greeting cards, media labels, and more. And once you pick up the basic skills you need to start and customize a publication, you'll be able to apply those same skills to the entire range of personal and business publication types now at your fingertips.

Work productively across Microsoft Office System programs. Publisher 2003 looks and works like other programs in the Microsoft Office System, making it easier than ever to use the right Office tool for the task, while still making the most of your knowledge and experience with the Microsoft Office System. New features include:

- Paragraph-formatting consistency with Microsoft Office Word 2003, including indents and spacing, and line and paragraph breaks.
- A new Bullets and Numbering dialog box.
- The ability to find and replace text across stories and text boxes.
- Backward compatibility so you can open Publisher 2003 files in Publisher 2002 and share your files more easily.

13.7 MICROSOFT OFFICE INFOPATH 2003

InfoPath 2003 is an application that creates forms and shares data.

InfoPath 2003 does not have its own database. Instead, InfoPath 2003 supports interoperability with various data sources using standard protocols such as XML (schemas or XML data files), ADO (Microsoft SQL Server, Microsoft Access, etc.), and Web services. InfoPath 2003's support for Web services allows you to create forms based on XML data that can be retrieved and submitted using Web services, creating a rich client interface for Web services' XML data. InfoPath 2003 can also save the raw XML file to a local PC if there is a need to work offline. Under the hood, InfoPath 2003 totally relies on XML technologies, using XML files (with the .XSF extension) to store all the metadata about the form, XSD (XML schemas) and scripts for data validation, and XSLT to perform a view transformation on the XML data. (Note that DTD, XDR, and XForms are not supported.) The resulting view is HTML.

InfoPath 2003 is different from tools like Access and .NET in that, technically speaking, tools like Access and .NET are used for storing and reporting structured and relational data, and InfoPath 2003 is used for semi-structured data. With InfoPath 2003, you can have tables, nested data, and text fields. InfoPath has built-in support for creating dynamic forms that can expand or shrink according to the information gathering needs of the end user. Incorporating this ability into the form does not require any special coding or customization. In fact, InfoPath 2003's power lies in its ease-of-use (it doesn't necessarily take a developer to set up and deploy a form), its rich interface, and its ability to easily create generic XML data that can be integrated into other systems. InfoPath 2003 is simply a robust interface for collecting miscellaneous pieces of data that can be used by other applications. It alone does not create full-blown applications.

13.8 MICROSOFT OFFICE PICTURE MANAGER 2003

Microsoft Photo Editor has been discontinued as a Microsoft Office component in Microsoft Office 2003.

Microsoft Office Picture Manager 2003 is a new component in this release of Office. While it is primarily a file management tool, and not an editing tool, it does have some image correction and editing features.

Editing features in Picture Manager:

- **Brightness and contrast** -- Allows you to adjust the difference between light and dark tones. You can use this feature to correct pictures that appear too light or too dark.
- **Color** -- Allows you to adjust the hue (hue: The color attribute that most readily distinguishes one color from other colors. A color's hue is also its name.) and saturation (saturation: A measure of purity in a color, determined by its movement away from gray. More gray in a color means lower saturation; less gray in a color means higher saturation.). You can use this feature to correct pictures with colors that are tinted or dull.
- **Crop** -- Allows you to crop (crop: To trim vertical or horizontal edges of an object. Pictures are often cropped to focus attention on a particular area.) out unwanted parts of a picture. You can use this feature to correct pictures that contain distracting elements.
- **Rotate and Flip** -- Allows you to rotate pictures or flip them on the current axis of the picture. You can use this feature to correct pictures that you have taken sideways for a portrait orientation.
- **Red eye removal** -- Allows you to remove the red from your picture subjects' eyes caused by the camera's flash. You can use this feature to correct red eyes wherever they appear.
- **Resize** -- Allows you to change the dimensions of a picture. You can use this feature to enlarge a picture for printing or reduce it to send in e-mail messages or share on the Internet (Internet: A worldwide network of thousands of smaller computer networks and millions of commercial, educational, government, and personal computers. The Internet is like an electronic city with virtual libraries, stores, art galleries, and so on.).

Photo Editor editing features not supported by Picture Manager:

- ♦ **Effects** -- Sharpen, Soften, Negative, Despeckle, Posterize, Edge, Chalk and Charcoal, Emboss, Graphic Pen, Notepaper, Watercolor, Stained Glass, Stamp, Texturizer.
- ♦ **Tools** -- Smudge, Sharpen, Set Transparent Color.
- ♦ **Image Acquisition** -- You cannot create a new image from a scanner or a camera. (In Microsoft Windows XP, the capability to create a new imagine from a scanner and a camera is built in Microsoft Windows Explorer.)
- ♦ **Image --** Fewer color correction options are available in Picture Manager 2003 than were available in Photo Editor. Specifically, there is no Gamma adjustment, and you cannot apply corrections to only one of the three color components, red-green-blue (RGB).
- ♦ **Properties** -- You cannot explicitly specify the image resolution dots per inch (dpi) or the color depth of images in Picture Manager 2003.

➲ *If you find that Picture Manager does not serve the required needs, contact an ITS Staff Member to have Photo Editor reinstalled.*

14 MULTIMEDIA FUNCTIONS

One of the best features of Windows XP is the built-in multimedia capability. XP has been designed to be media friendly, making tasks easier. The advantages of XP are immediately evident when working with digital pictures.

14.1 DIGITAL PICTURES

14.1.1 CONNECTING THE DIGITAL CAMERA

One of the biggest advantages of Windows XP is the fact that XP supports USB connections. USB connectivity has been available in home operating systems since Windows 95B, so you may have experienced the benefits of USB already.

Most digital cameras can be connected to the PC directly using a USB cable. Once the digital camera is connected, XP will automatically detect the digital camera and it will appear as a device or drive in Windows Explorer. The example below shows a CCE Olympus Digital Camera connected to the PC through the USB port. This camera's memory card shows as Drive E:\. Once displayed, files on this drive can be manipulated the same as files on any drive in the computer.

WARNING!! Files deleted off the memory card do not go to the Recycle Bin. Do not delete files off the camera without first making copies onto other drives of the computer.

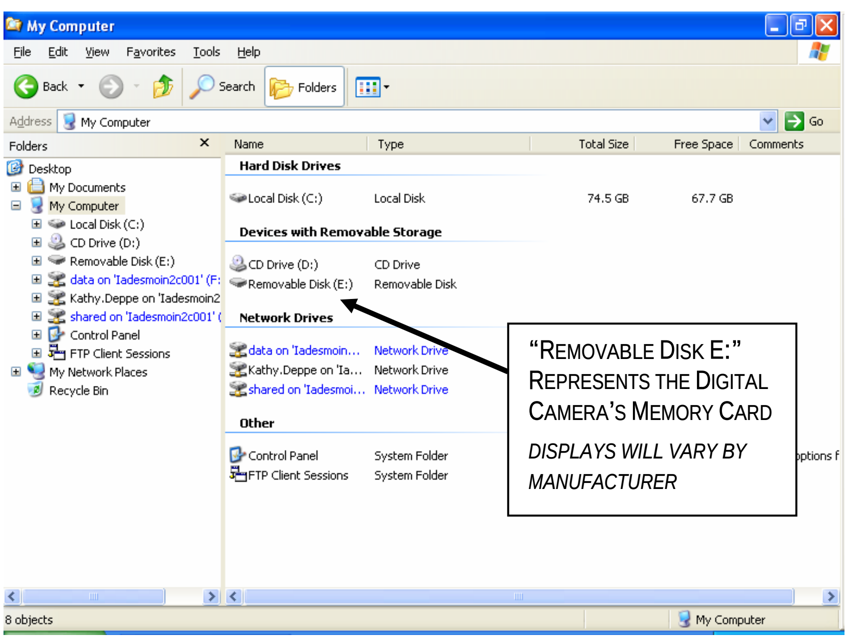


Figure 14.1.1.a - Windows Explorer with Digital Camera Connected

14.1.2 VIEWING DIGITAL IMAGES

As you have already seen, there are several ways to view files in Windows XP. XP has made viewing and manipulating digital images extremely simple. Windows Explorer and My Computer both have "Thumbnail" and "Filmstrip" options available to look at digital pictures. These views allow for quick scans of photo folders to find desired photos. Photos can be double-clicked from any view to open in a larger, single photo mode. From the Menu bar, click on [View] ➔ [Thumbnail] or [Filmstrip]. Refer to the following screen prints.

Thumbnail View:

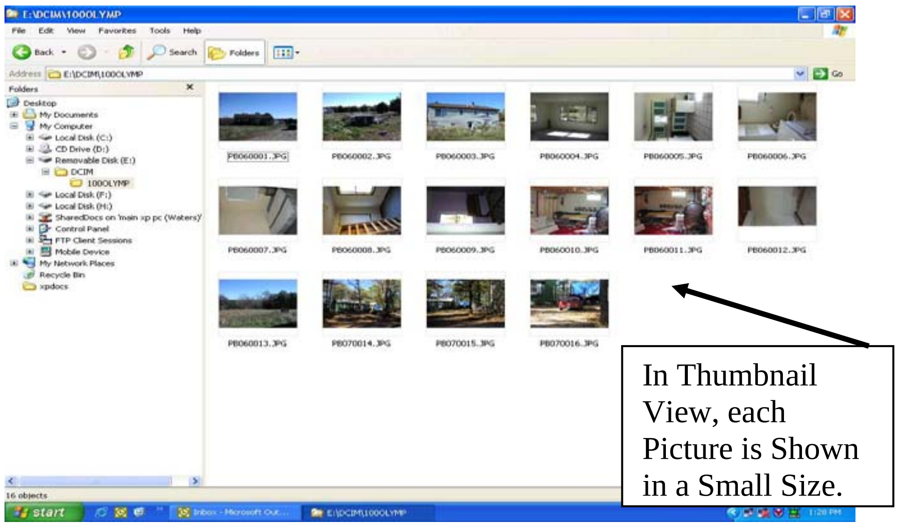


Figure 14.1.2.a - Windows Explorer-Digital Pictures in a Thumbnail View

Filmstrip View:

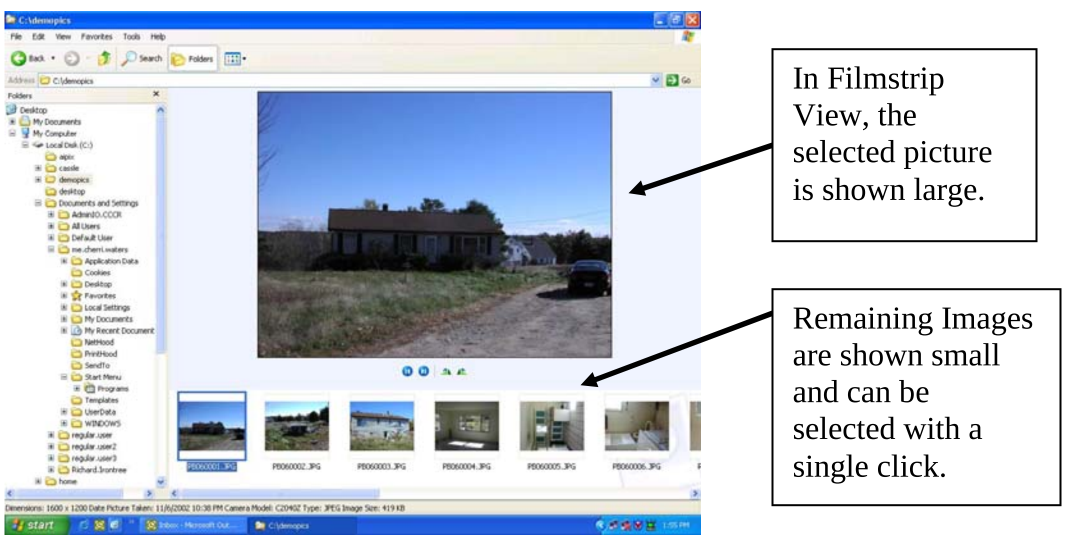


Figure 14.1.2.b - Windows Explorer (Digital Pictures in a Filmstrip View)

Digital Pictures can be viewed full screen from either viewing mode. To view a picture in full screen mode, double click on its image (thumbnail or filmstrip).

Full Screen Mode:

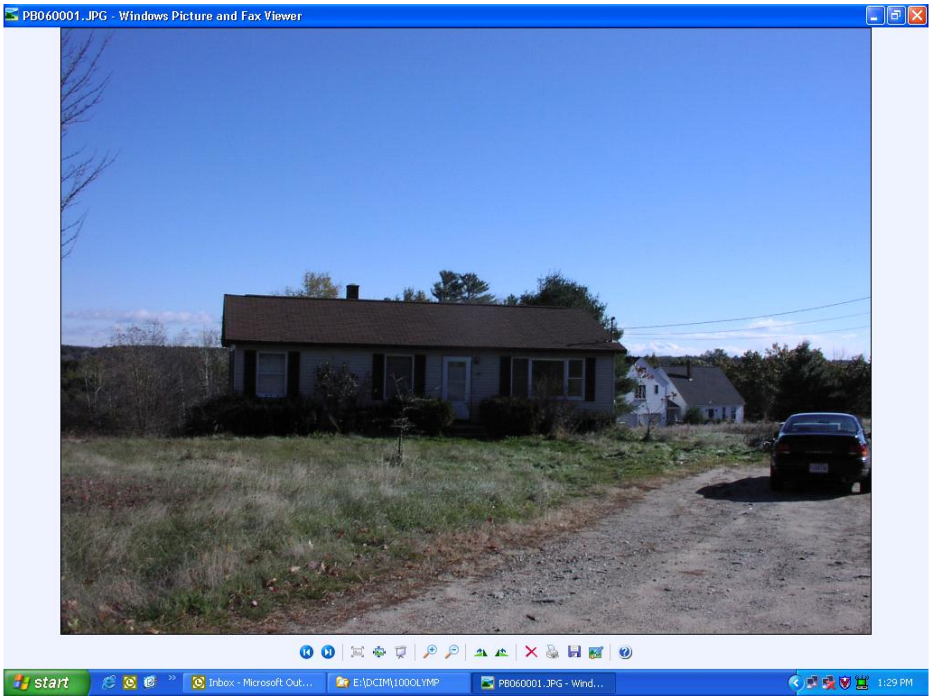


Figure 14.1.2.c - Windows Explorer (Digital Pictures in a Full Screen View)

From the full screen mode, pictures can be simple manipulations can be done using the option buttons at the bottom of the window.

Figure 14.1.2.d - Toolbar Buttons in Full Screen View

Buttons from Left to Right:

- **Previous Image –** Shows to the previous picture in the directory
- **Next Image –** Shows to the next picture in the directory
- **Best Fit –** Displays the picture to fit the window
- **Actual Size –** Displays the picture in actual size
- **Start Slide Show –** Displays the pictures in the directory in a slide show on screen
- **Zoom In / Zoom Out –** Enlarges or Reduces the picture being view
- **Rotate** (Clockwise/Counterclockwise) – Rotates the picture 90 degrees left or right
- **Delete –** Deletes the picture being viewed
- **Print –** Opens the Photo Printing Wizard

- **Copy to –** Saves the picture
- **Edit –** Opens the picture in Microsoft Office Picture Manager 2003 (or another installed default editor)
- **Help** – Displays help screen for pictures

14.1.3 PRINTING DIGITAL PICTURES

Printing digital pictures is easily done using the Photo Printing Wizard in Windows XP.

To access the Photo Printing Wizard:

1. Open Windows Explorer (or My Computer) and go to the location of the desired picture
2. Double click on the picture.
3. Click on the [Print] button.

Figure 14.1.3.a - Photo Printing Wizard Welcome Screen

4. At the PHOTO PRINTING WIZARD screen, click [Next].

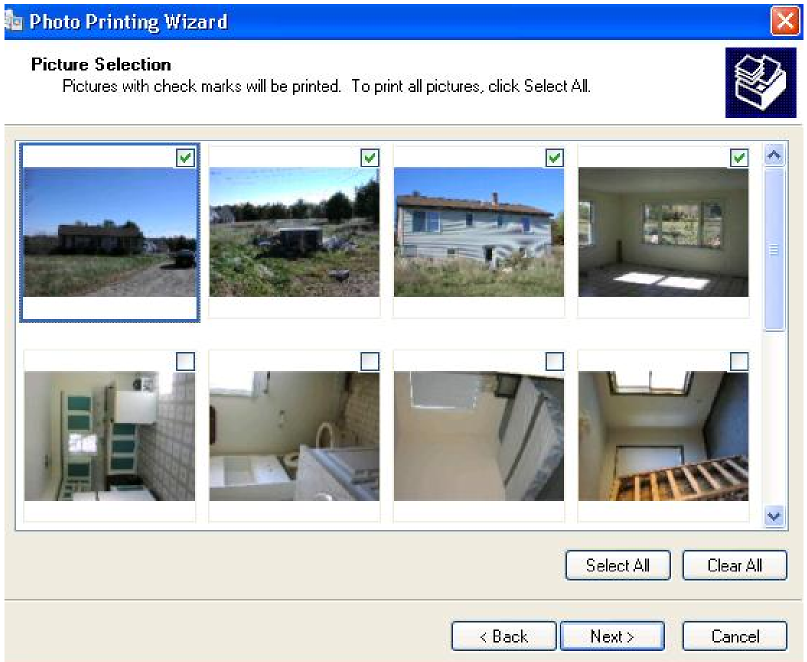


Figure 14.1.3.b - Photo Printing Wizard Picture Selection Screen

5. Select the pictures that you would like to print by clicking the check box above each picture. To select all Pictures, click [Select All].

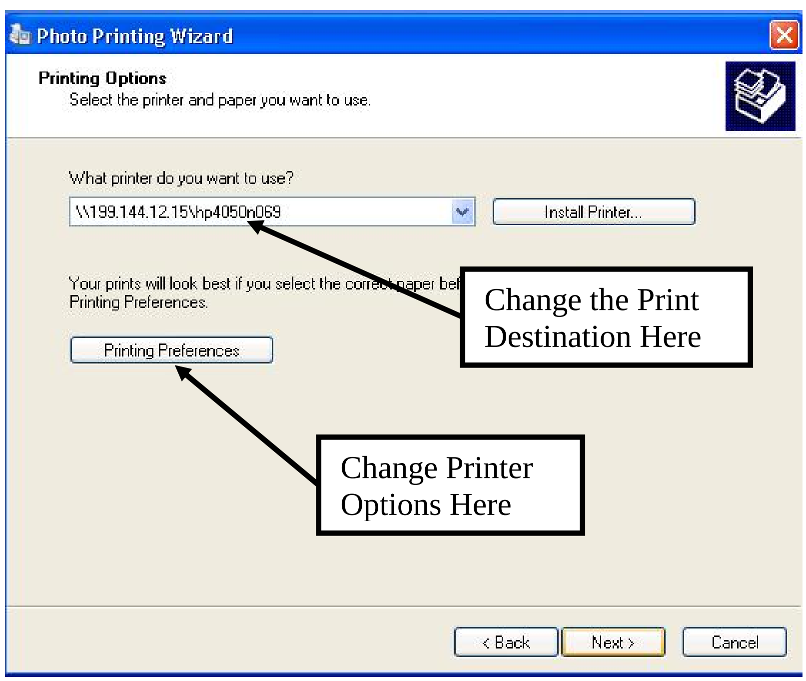


Figure 14.1.3.c - Photo Printing Wizard Printing Options Screen

6. At the Photo PRINTING WIZARD – PRINTING OPTIONS screen, you can change the printer destination by using the drop down arrow and selecting another installed printer. Special printing preferences (i.e. special paper types) can be designated by clicking [Printing Preferences] button.

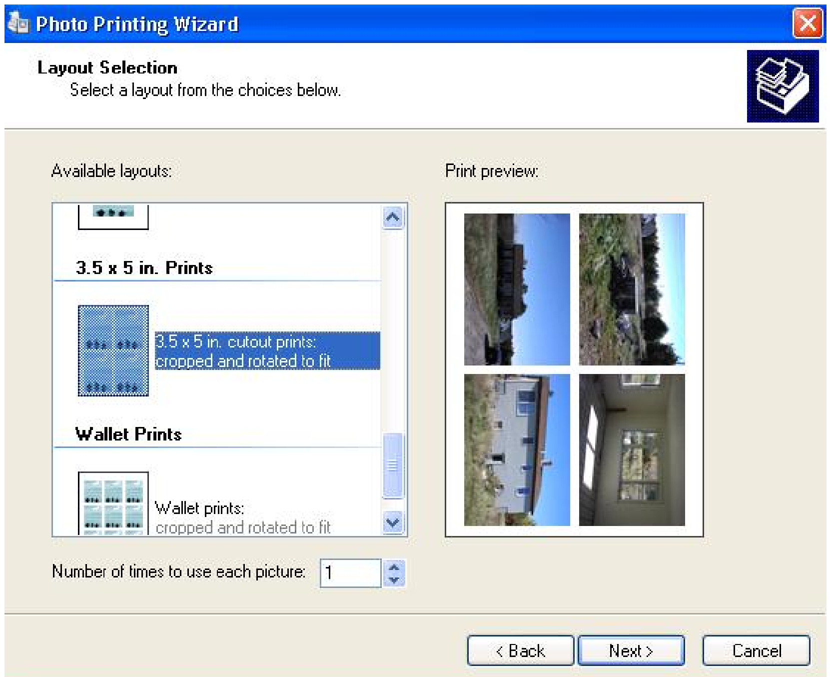


Figure 14.1.3.d - Photo Printing Wizard Layout Selection Screen

7. At the PHOTO PRINTING WIZARD – LAYOUT SELECTION screen, choose the size of pictures desired and the number of times to use each picture on the page.
8. Click [Next].
9. Click [Finish].

14.2 INTERVIDEO DVD PLAYER

Currently the CCE workstations that have the DVD player are:

03 Gateway Laptop
04 Buy HP Laptop N6000
04 Buy HP Tablet PC 1100
04 Buy HP High End DC7100

To determine if the software for the DVD has been installed, there should be an icon on the desktop called InterVideo WinDVD. If this icon does not appear, contact an IT Staff Member for installation.

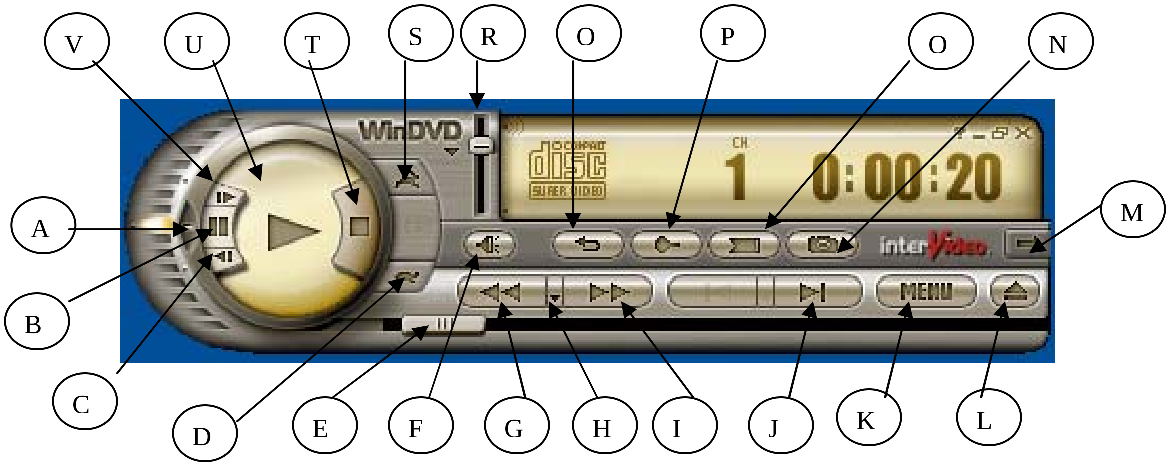


Figure 12.4.a - Outline of WinDVD

Letter	Description	Letter	Description
A	Variable Speed Fast Forward and Rewind	L	Eject
B	Pause	M	SubPanel
C	Step Reverse	N	Capture
D	Decrease Playback Speed	O	Bookmark
E	Time Slider	P	Zoom/Unzoom
F	Mute	Q	Repeat
G	Fast Rewind	R	Volume
H	Select Speed	S	Increase Playback Speed
I	Fast Forward	T	Stop
J	Next Chapter	U	Play
K	Disk Menu	V	Step Forward

To play a DVD, perform the following:

1. Insert the **DVD** into the CD-ROM/DVD Drive.
2. Double click on [Intervideo WinDVD]. The DVD should begin playing automatically.

➲ *If the InterVideo WinDVD icon does not appear on the desktop, contact an IT Staff Member for installation.*

3. When the DVD has finished, click on [Stop]. Refer to the above outline for description of the software.
4. Close out the InterVideo WinDVD window then remove the DVD from the drive.

15 FOR LAPTOP USERS

15.1 CONFIGURING THE LAPTOP POWER OPTIONS

Several of the laptop Power Buttons are set so that the system will power down and go into Stand by when the lid is closed. This should be changed so that the system is set to “Never” and “Do nothing” to eliminate any confusion on if the laptop has been powered off or not.

To change these settings, perform the following:

1. Right click on an **open are of the laptop’s desktop**, then select [Properties].
2. Click the [Screen Saver] tab.
3. In the MONITOR POWER section, click on [Power].
4. Under the POWER SCHEMES Tab, in the PLUGGED IN section, change TURN OFF MONITOR to [Never].
5. In the RUNNING ON BATTERIES section, change all power schemes to [Never]. Refer to the following screen print.

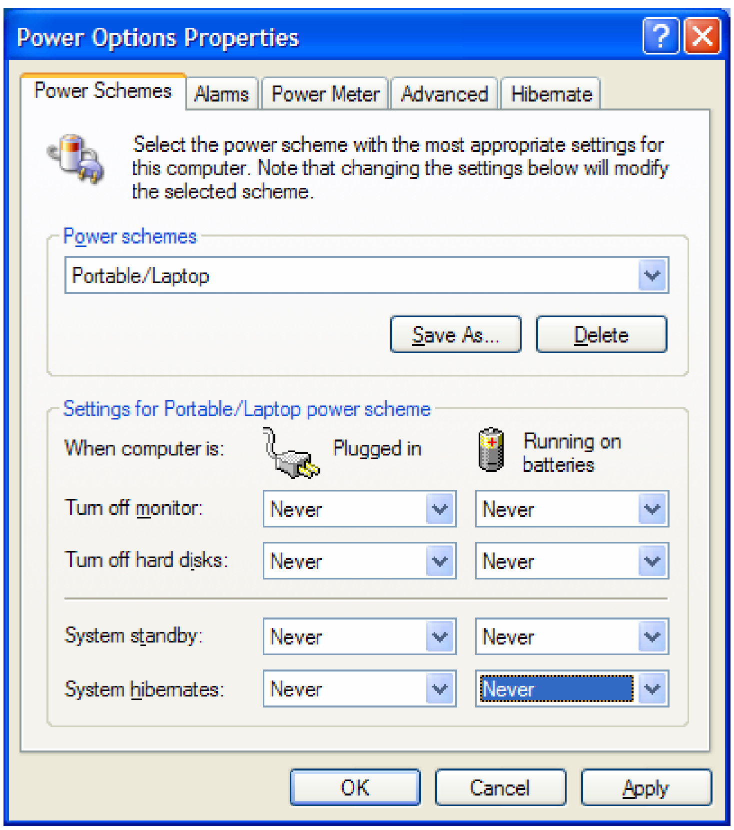


Figure 15.1.a – Power Schemes Settings

6. Click on the [Advanced] tab. In the POWER BUTTONS section, change the WHEN I CLOSE THE LID OF MY PORTABLE COMPUTER field, to [Do nothing]. Refer to the following screen print.

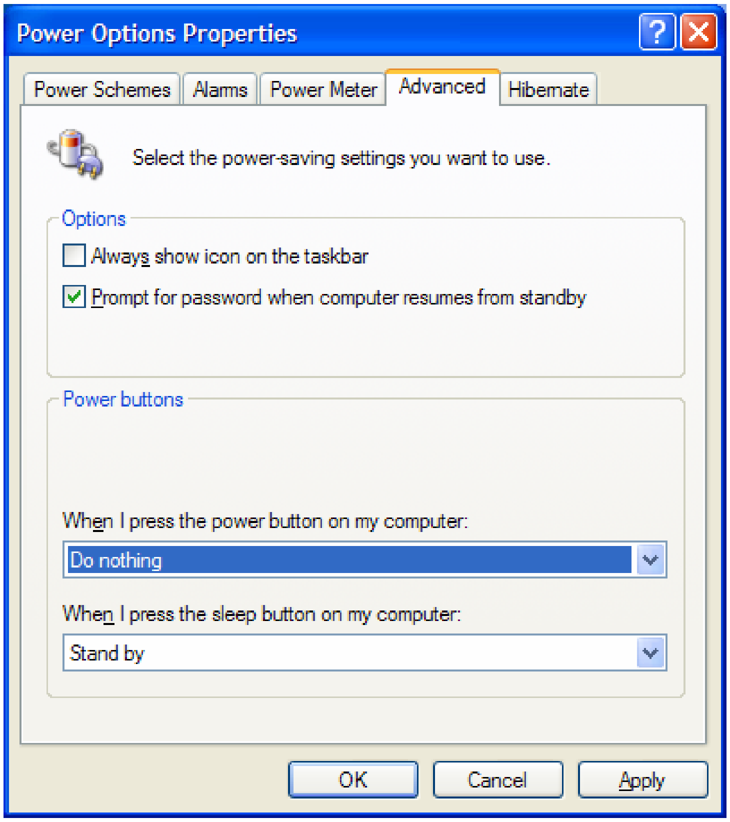


Figure 15.1.b – Advanced Power Buttons Settings

7. Click [OK].
8. Click [OK] to close out the DISPLAY PROPERTIES screen.

15.2 NETWORK CONNECTIONS AT OTHER USDA LOCATIONS

With the installation of the CCE Servers came Dynamic Host Control Protocol (DHCP). DHCP allows laptop users to sit down, plug in a network connection and gain access to the USDA network.

Depending on your particular laptop configuration, you will connect to the network through the use of an internal card (PCMCIA) and "pigtail" that you plug the network connection into. Some CCE laptops have network cards built in that allow you to plug the network cable directly into the laptop. Check with your system administrator to determine the type of connection your laptop uses.

When you get to the remote site, connectivity to the network is as simple as plugging an active network cable into the appropriate place on your laptop. (Generally these cables are blue.) Some offices have designated areas for their DHCP users to plug in.

➲ *Be careful not to plug the network cable into the modem jack of the laptop and/or plug a phone cable into the network connection. These two cables look very similar and are often mistaken for the other. A good test is the color of the cable.*

Once connected to the network at the remote site, you should be able to log on to the domain and access resources just as if you were in your regular office. (For printing issues, see the Finding a Printer at Another Location Section below.)

15.3 DIAL-UP NETWORKING

Dial-Up networking will be used to access the network, e-mail and the Internet using a phone line connection. Before Dial-Up networking can be used, it must be configured.

➲ *Note: Your IT staff may have pre-configured dial-up networking. You may be able to go directly to the steps in 15.3.2 to Use Dial-Up Networking.*

➲ *If you create dial-up connection as a regular user, only you will be able to use this connection. Another user will either have to configure a dial-up connection using the steps in 15.3.1 or use the connection configured by the IT staff.*

15.3.1 TO CONFIGURE DIAL-UP NETWORKING

Dial-Up Networking should already have been configured. These instructions show how to check to make sure it has been. If it hasn't been, contact your IT Staff Member.

1. Logon to the computer with your domain account.
2. Right click on [My Network Places] and select [Properties].
3. Under Network Tasks in the navigation pane, click [Create a New Connection] (or click [File] ➔ [New Connection]).
4. At the NETWORK WIZARD screen, click [Next].
5. Select [Connect to Network at Workplace] and click [Next].
6. Select [Dial-Up Connection] and click [Next].
7. Type a **name for your connection** (i.e. RD-9, FSA-9 or NRCS-9) and click [Next]. For example, if you are setting up a connection that requires a 9 before the number, then name this one Agency-9.
8. Type the **phone number for the connection** and click [Next].
   - For FSA -- 18776833106
   - For NRCS – 18884376716
   - For RD – 18005582447

   Special characters to include in your phone number settings when applicable:
   - 8,, (When you need a 8 to access an outside line)
   - 9,, (When you need a 9 to access an outside line)
   - *70 (To disable call waiting, where needed)
9. Click [My Use Only] and then click [Next].
10. Click [Finish] to complete the initial setup.

11. On the CONNECTION screen, click [Properties]. If the connection screen was not automatically displayed in the My Network Places window, right click on the Connection you just made and select [Properties].
12. On the GENERAL screen, check the phone number to ensure it is correct for the session chosen (for the agency and with the dialing prefix).
13. On the OPTIONS screen, click to select [Redial if line is dropped].
14. On the SECURITY screen, click the check boxes for [Show terminal window] and [Run script]. Use the drop down arrow to choose the appropriate script for the agency (i.e. kcppp for RD and NRCS, ppptac02 for FSA).

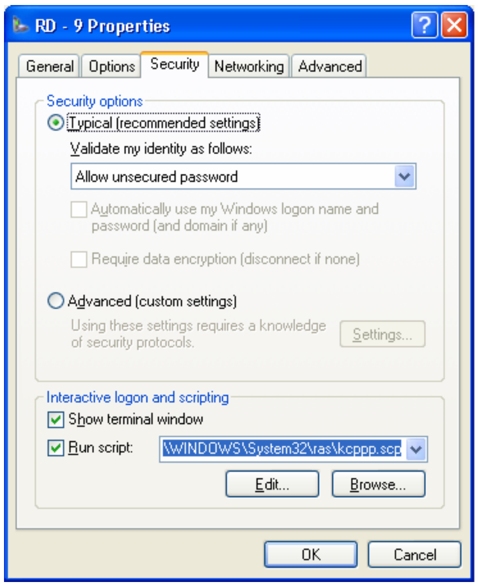


Figure 15.3.1.a - Dial Up Networking Properties

15. Click on the [Networking] tab, you will receive the following window.

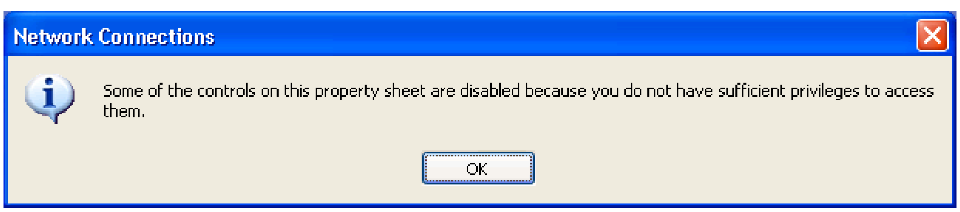


Figure15.3.1.b – Networking Permission Dialog

16. Click on [OK].
17. On the NETWORKING screen, click on [Internet Protocol (TCP/IP)] to highlight and click on [Properties].

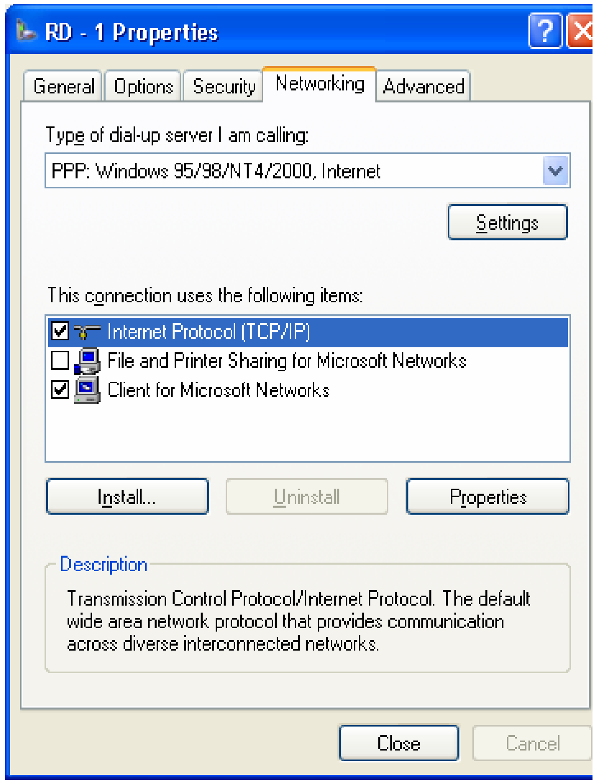


Figure15.3.1.c – Networking Screen of Dialup Properties

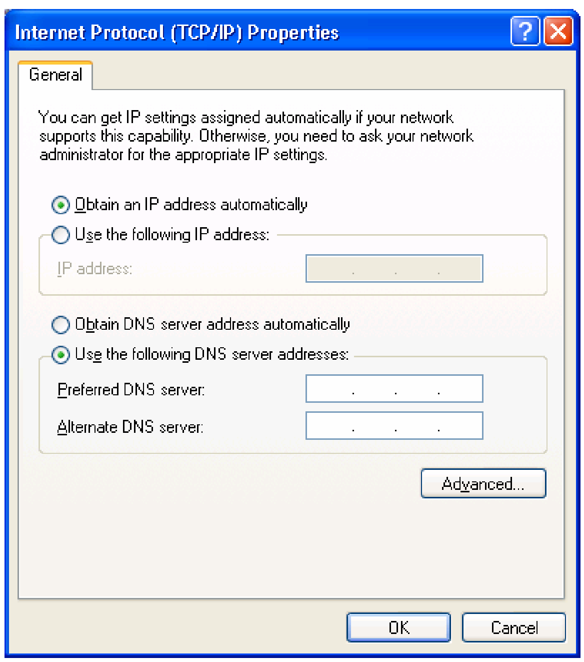


Figure15.3.1.d – Internet Protocol (TCP/IP) Properties

18. In the DNS Section, select [Use the following DNS server addresses:].

19. Input the appropriate DNS entry from the following for Preferred DNS Server:

    Ageast: 165.221.20.16

    Agcentral: 165.221.20.17

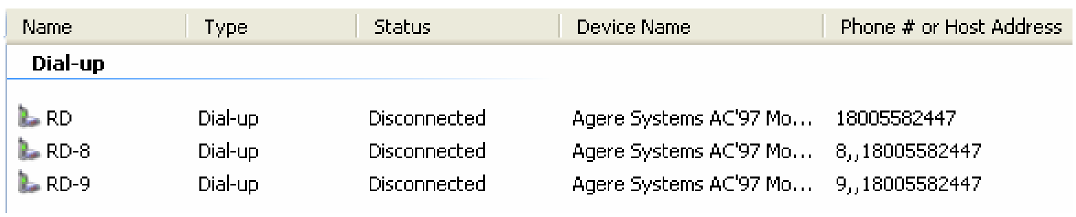
    Agwest: 165.221.20.23

    Aglo: Contact ITS for your location.

20. Input your Home Domain Server IP address for the **Alternate DNS Server**.
21. Click [OK] to accept the settings.
22. At the NETWORK CONNECTIONS screen, right click on the **connection created** and choose [Create Copy].

➲ *Complete the above step twice to make two copies.*

23. Right click on the **copy of connection** and choose [Rename]. Rename the connection as appropriate for the prefix. Right click on the **connection** and click [Properties]. **Edit the phone number** to have the appropriate prefix and click [OK]. Repeat these steps for all connections.



Name	Type	Status	Device Name	Phone # or Host Address
Dial-up				
RD	Dial-up	Disconnected	Agere Systems AC'97 Mo...	18005582447
RD-8	Dial-up	Disconnected	Agere Systems AC'97 Mo...	8,,18005582447
RD-9	Dial-up	Disconnected	Agere Systems AC'97 Mo...	9,,18005582447

Figure 15.3.1.e – Dial-up Status Screen

24. Click [OK] to close the TCP/IP properties window. Your connection will now be available for use.

15.3.2 USING DIAL-UP NETWORKING

Once the Dial-Up connection has been created, shortcuts to the connection can be added to the desktop or Quick Launch Toolbar.

To use Dial-Up Networking:

1. Logon to the computer using your domain account.
2. Plug a phone cable into the modem on the computer.
3. Double click the shortcut for the Dial-Up connection (or right click on My Network Places and double-click on the shortcut for the connection).
4. Click [Dial].
5. After the Dial-Up Terminal window is displayed, enter your username and press <Enter>, then enter your password and press <Enter>.
6. For NRCS employees, at the NL-CS> prompt type: ***ppp default*** and press <Enter>.

7. Click [Done] after the IP address has been assigned and miscellaneous characters appear on the screen.

➲ *To disconnect the connection, right click on the active connection in the system tray and choose disconnect. Alternatively, you can right click on My Network Places, right click on the connection and choose disconnect.*

➲ *When connected using Dial-up Networking, you will have access to your F and S drives on your home server automatically. The H:\ drive is not mapped automatically. To map a drive to your firstname.lastname folder on your home server, you will need to map this manually, as outlined in Section 5.8 of this guide. You will have to pick a drive letter other than H:\ to map your firstname.lastname folder to when using Dial-up Networking.*

Warning! Remember, when your computer is connected through Dial-Up networking there is a cost to the government -- be concious of time spent connected to Dial-Up Networking.

15.4 Performing a Manual Backup of Local Files "Nightly Backup"

You may back up manually local files stored on the laptop. This will make a copy of all files stored in c:\home and save it onto the local server. This process only needs to be run when the laptop will not be on the network during the nightly backup. (i.e. powered off, laptop taken out, etc.)

1. Click [Start] ➔ [All Programs] ➔ [USDA Applications] ➔ [Backup] ➔ [Manual Run of Nightly Backup].
2. Press any key to continue the backup.

➲ *An IT Staff member must configure the backup file to include all desired files not in c:\home for this process to work. This process is essential for laptop users that store files locally and users that maintain stand-alone applications that save files to the local hard drive.*

15.5 Finding a Printer at Another Location

Since the ability to browse the network for printers is now available, it is easy to add printers at remote sites. Follow the instructions in the Printing Section of this guide.

16 TROUBLESHOOTING

16.1 TROUBLESHOOTING CHART

The following is some basic information for troubleshooting on routine problems that may occur.

Problem	***Possible Solution***
PC Will Not Turn On	Is the power cord plugged securely into the back of the PC and Monitor? Are the power cords plugged securely into a surge suppressor? Is the surge suppressor plugged securely into the wall and turned on?
Cannot Log on To PC	Is your username listed correctly? If not, correct the information listed and retry the logon. Is your Caps Lock key on? Windows passwords are case sensitive, so the Caps Lock should not be on during logon. Does the bottom box have the correct domain name (AGEAST, AGCENTRAL, AGWEST or AGLO)? Have you tried too many times to logon? After multiple logon attempts within a short period of time your account will be disabled and the local system administrator will need to reset it.
Cannot Access Files And Printers Needed	If you cannot access files and printers normally available, logon may not have occurred correctly. Follow the instructions in the “Starting Up and Logging In” section of this manual to logoff and log back in.
Cannot Print	Is the printer on and stocked with paper, toner, etc.? If it is a local printer is the cable connecting the printer to the PC plugged in securely? If it is a network printer, can others print to it? If so, see “Cannot Access Files and Printers Needed” shown above. Is the printer selected as a default printer or manually through the program’s print command?
PC Has Locked Up	Attempt To Cancel The Application In Use When The PC “Locked Up.” All Unsaved Information In The Application Will Be Lost. See Instructions Under Canceling A Task Earlier In This Manual.
Cannot Connect To NITC, E-Mail and/or Network Resources	Is the PC logged in correctly? (See “Cannot Access Files and Printers Needed”). Is there a blue network cable plugged into the workstation? Is the cable plugged securely into the wall?

16.2 USING MICROSOFT XP HELP

The built-in help files can be very useful to find solutions to your problems.

To access the help files:

1. Click **[Start]** ➔ **[Help and Support]**.
2. Type the subject you are looking for help with in the **Search** box and click **[➔]**.

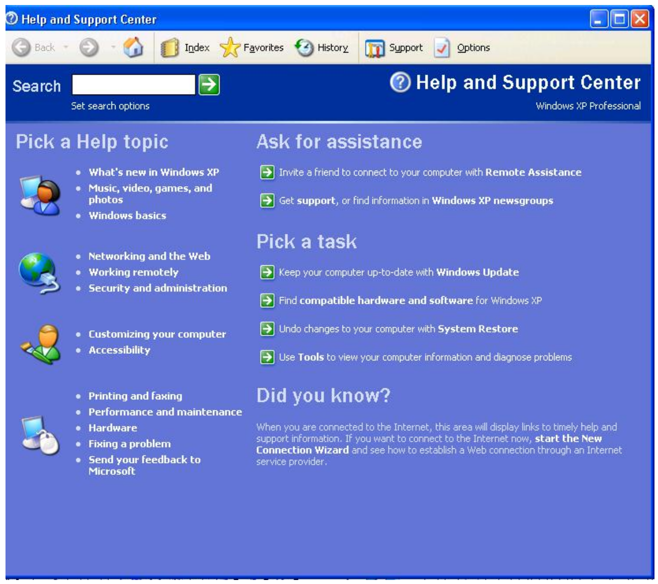


Figure 16.2.a - Windows XP Help and Support Screen

Sample help screen showing help for the topic “Printing”

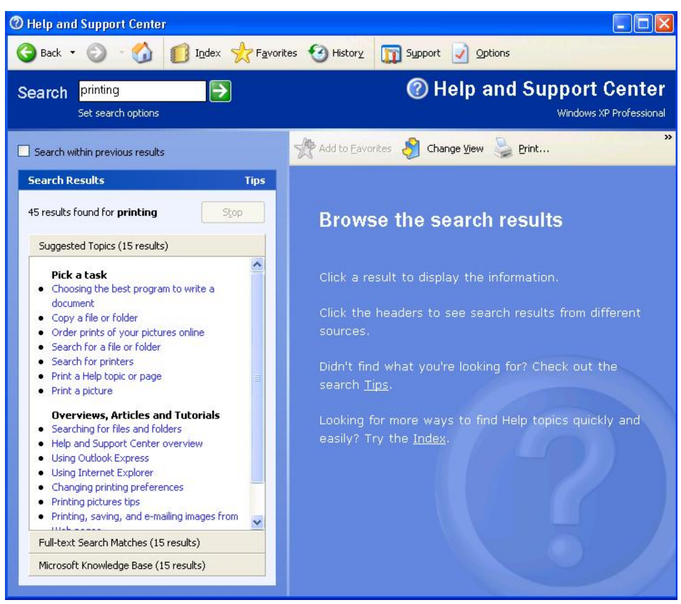


Figure 16.2.b - Sample Help Topic

This help screen can be navigated by clicking the link to any desired article in the navigation pane, causing it to display in the window.

16.3 REQUESTING REMOTE ASSISTANCE

A new feature of Windows XP is the ability to request interactive help (called Remote Assistance). This feature is similar to using Net Meeting, but is in a more interactive format and can be requested and responded to at any time, making it convenient for both users.

The Remote Assistance request is sent to a recipient via an e-mail request. The recipient can answer the request by clicking on the attachment to the e-mail request. Remote Assistance is a very effective tool in seeking help from your IT staff. Sending a Remote Assistance request detailing the issue will allow the staff member to research your item and then logon to your PC to help resolve the issue.

To send a Remote Assistance request:

1. Click [Start] ➔ [Help and Support].
2. In the Help and Support window, click [Invite a friend to connect to your computer with Remote Assistance].

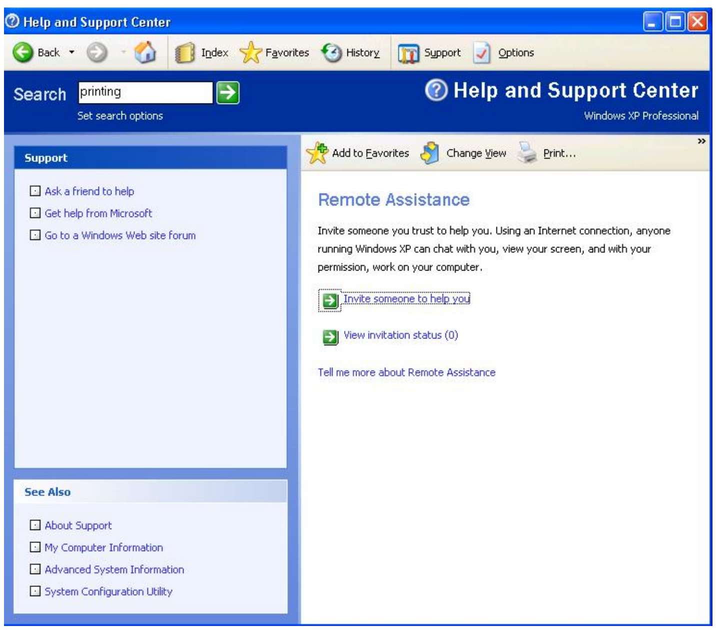


Figure 16.3.a - Requesting Remote Assistance

3. Click [Invite someone to help you].
4. Use e-mail to request assistance, enter their e-mail address on the screen as shown below, click [Invite this person].

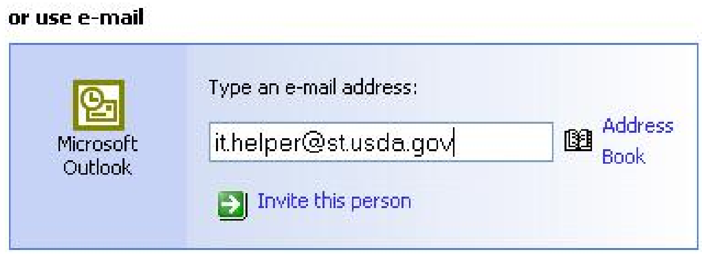


Figure 16.3.b – E-Mail Address

5. Type your name (as you'd like it to appear) and the subject for your message, click [Continue].

Figure 16.3.c - Remote Assistance Request Configuration

6. Set the length of time to have the request open to the recipient and select Require the recipient to use a password, type the password in both boxes and click [Send Invitation].

Figure 16.3.d - Remote Assistance Request Configuration (cont.)

➲ *You must convey this password to the person that you are sending the request to. They will not be able to respond to the request without the password. It is NOT recommended that you send that password via e-mail.*

7. On the Microsoft Outlook Dialog Box, click [YES].

Figure 16.3.e - Outlook Warning Message

8. At the second Microsoft Outlook Dialog Box, wait for the warning time to pass and click [Yes].

Figure 16.3.f - Outlook Warning Message #2 (SEE NOTE!!)

➲ *If you receive a dialog box similar to this one and have not used Remote Assistance to create a message for Outlook – Say NO! This could be a virus trying to propagate using your Outlook Address Book.*

9. You should be returned to the Help and Support Window showing a successful request has been sent.

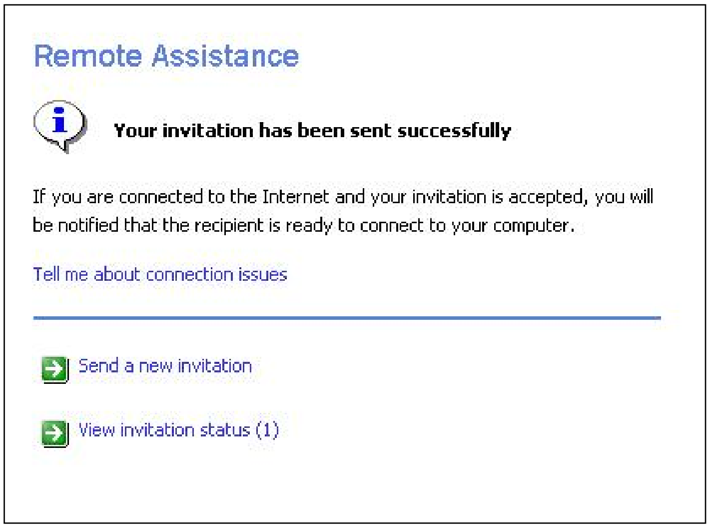


Figure 16.3.g - Remote Assistance Request Successful

10. Close Windows Help and Open Microsoft Outlook. Click [Send and Receive] to ensure that the message was sent from Outlook.

17 USING MAGIC SELF SERVICE

Magic Self Service is another tool to assist the end user in obtaining assistance from ITS Staff.

17.1 CREATING A MAGIC DESKTOP ICON

You will access Magic Self Service through Internet Explorer. The following steps will show you how to add the link to your Internet Explorer favorite places and create a desktop icon.

1. Open Internet Explorer
2. Enter the following URL in the Address Bar: **https://merlin.sc.egov.usda.gov/magicsshd**
3. If you receive a Security Alert screen, click [OK].
4. Click the [Add] button on your Favorite Places to add the link (Figure 17.1.a). (If your Internet Favorites List isn't open, click on [Favorites] on the title bar)

Figure 17.1.a – Add Favorite Window

5. Click [OK].
6. Within your Favorites, right click the [Welcome to Self Service Desk] newly created link in your Internet Favorites; select [Send To], then [**Desktop** (create shortcut)]. See Figure 17.1.b.

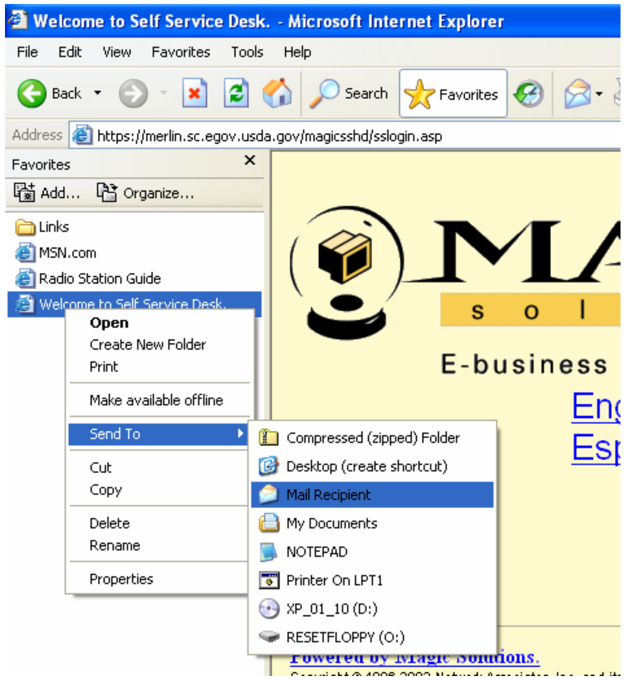


Figure 17.1.b – Create Shortcut to Magic Self Service Web Site

17.2 REQUESTING A MAGIC LOGIN/PASSWORD OR RESET PASSWORD

The following provide steps on how to request a Magic Login and Password. These steps can also be used if you already have a Magic Login but have forgotten your password.

1. If not at the Magic Web Site, double click the [MAGIC (Welcome to Self Service Desk)] shortcut icon on your desktop.
2. Click the **language you wish to use**.

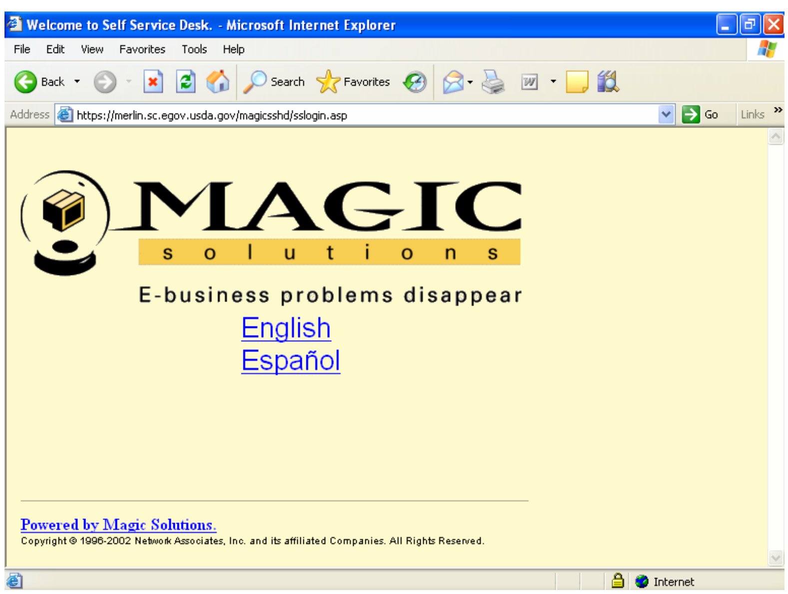


Figure 17.2.a - Magic Language Window

3. On the SIGN INTO MAGIC MERLIN SELF SERVICE screen, enter the numeric portion of your e-Auth ID (ICAMS ID) in the client ID field, then click on [New User or Forgot Password].

➲ *If your e-Auth ID is XY123456, you would enter 123456 in the client ID field.*

➲ *No password is needed to request a New User account*

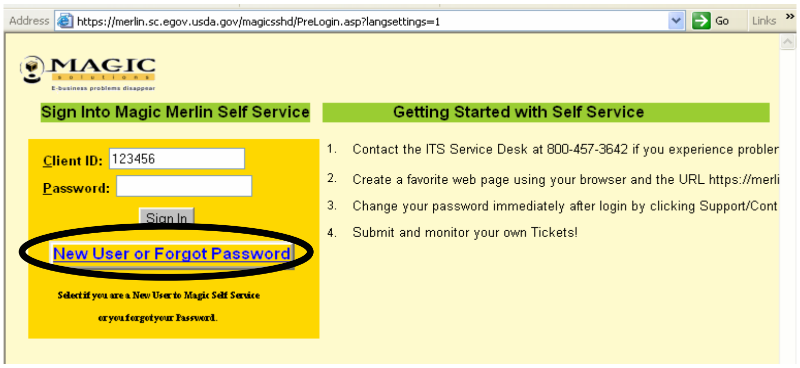


Figure 17.2.b – Magic Login Screen

4. Complete all fields as shown in Figure17.2.c. This information must match the information stored in your e-Auth or ICAMS profile.

➲ *Your Client ID will only contain the numeric portion of your e-Auth ID.*

➲ *If an extension is needed on your phone number, enter that under the note portion of the screen.*

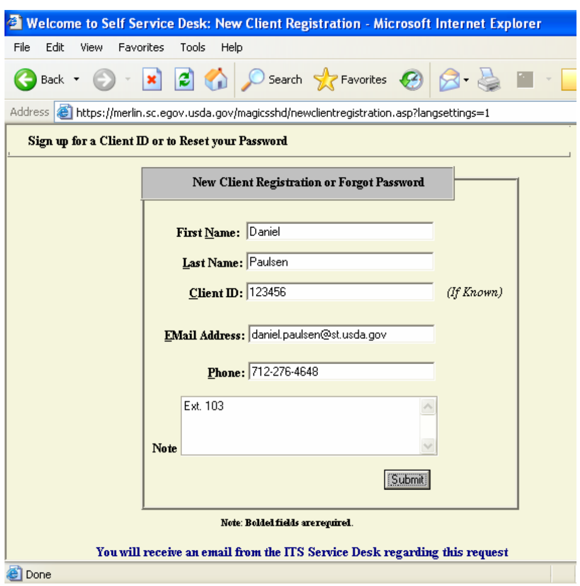


Figure 17.2.c – New Client Registration or Forgot Password Screen

5. Click on [Submit].

6. You will get a message that you have successfully requested an account/password (Figure 17.2.d). The password will be emailed to you. Follow the link and instructions in the email to access Magic Self Service and change your password.

Figure 17.2.d – Thank you Screen

17.2.1 CHANGING YOUR PASSWORD IN MAGIC SELF SERVICE

1. Click on the [MAGIC (Welcome to Self Service Desk)] shortcut icon on your desktop, then choose your **language** by clicking on the link.
2. Enter the numeric portion of your **E-AUTH ID**; **temporary password assigned in your email**, then click [Sign In] (Figure 17.2.1.a).

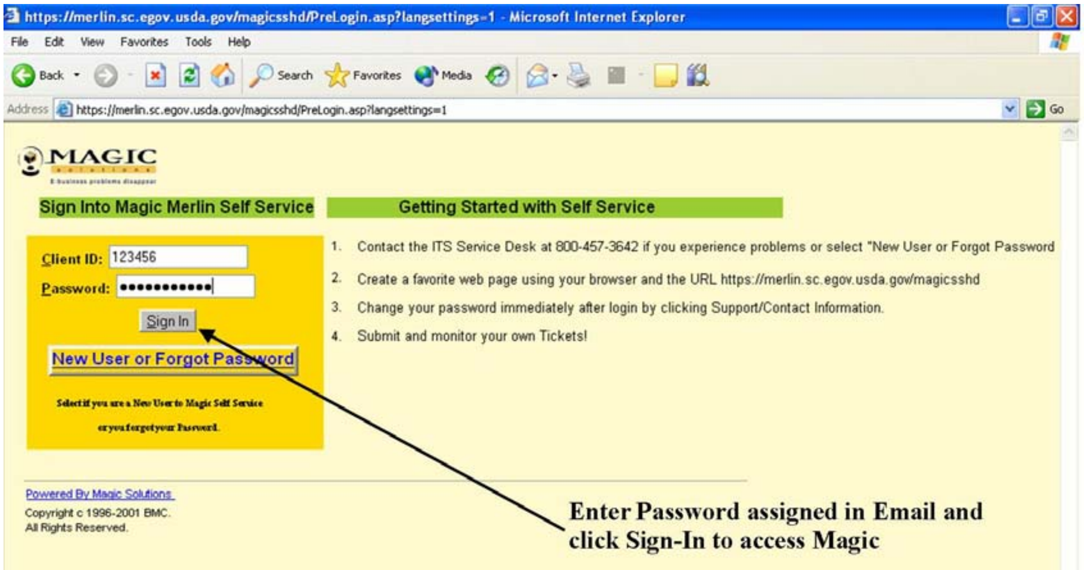


Figure 17.2.1.a – Magic Login Screen

3. In the SUPPORT section on the left side of the screen, click on [Contact Information].
4. Replace the PASSWORD field with **your new password**. Refer to the following screen print.

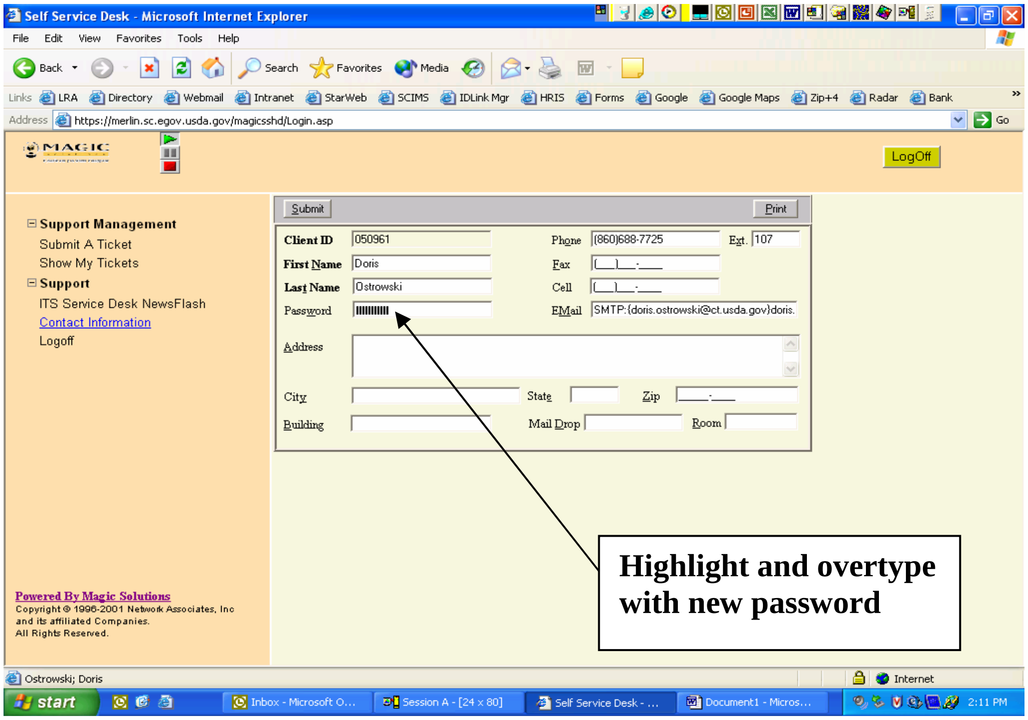


Figure 17.2.1.b – Replace Password Window

➲ *MAGIC does not function with passwords that contain a symbol (i.e. !@#$%). It is suggested that you make the password as simple and easy for you to remember.*

5. Click on **[Submit]**.
6. At the CONFIRM NEW PASSWORD screen, **retype the password** in the CONFIRM NEW PASSWORD field, then click [OK].

Warning! Magic Self Service does NOT support the use of special characters in your password. Use letters and numbers only!

7. Click [Submit] again to confirm the password change.
8. Once your password is changed, you should log off and back onto Magic using the new password.

17.3 CREATING/SUBMITTING A MAGIC SELF SERVICE TICKET

1. Click on the [MAGIC (Welcome to Self Service Desk)] shortcut icon on your desktop, then choose your **language** by clicking on the link.
2. Enter your [MAGIC Client ID] and [Password], then click [Sign In].
3. Under SUPPORT MANAGEMENT on the left side of the MAGIC window, click on [Submit A Ticket].
4. The form shown in the following Figure will appear with your information filled in.

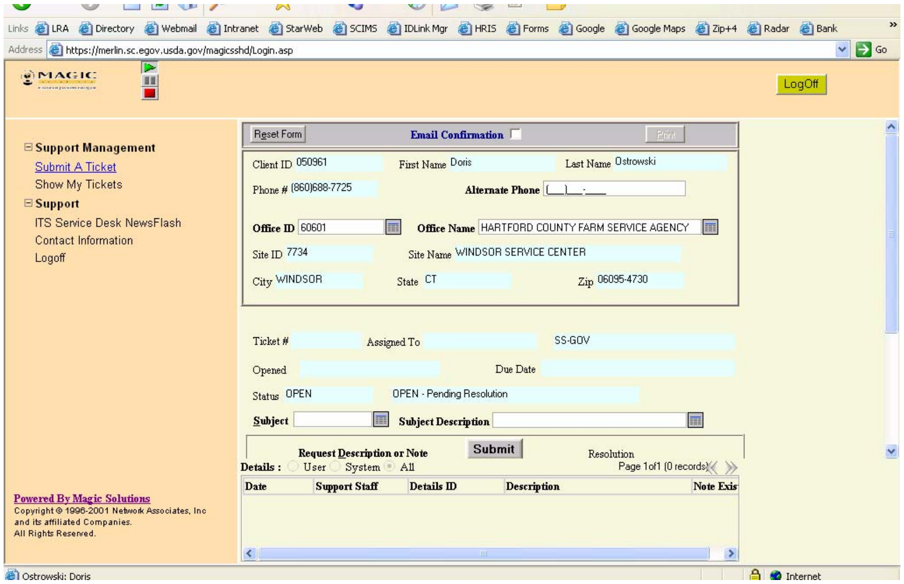


Figure 17.3.a – MAGIC Ticket Screen

➲ *The fields that have a blue background are not editable.*

5. At the top of the form, place a checkmark in the box behind [Email Confirmation] if you would like an email confirmation message of your ticket submission.
6. Click on the button to the right of the [Subject] field to receive an available list of subjects. (See the following Figure).

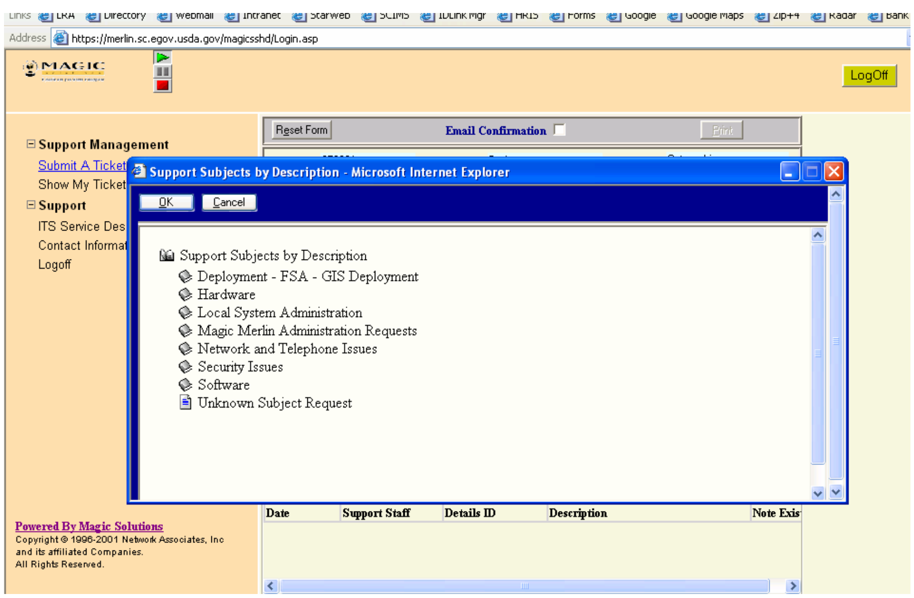


Figure 17.3.b – Support Subjects by Description Screen

➲ *This list is constantly updated with changes to the systems and software, so you need to check carefully to determine which subject best describes your needs.*

7. Click on the book icon to the left of the subject to expand the list. The following screen print shows Software as the subject.

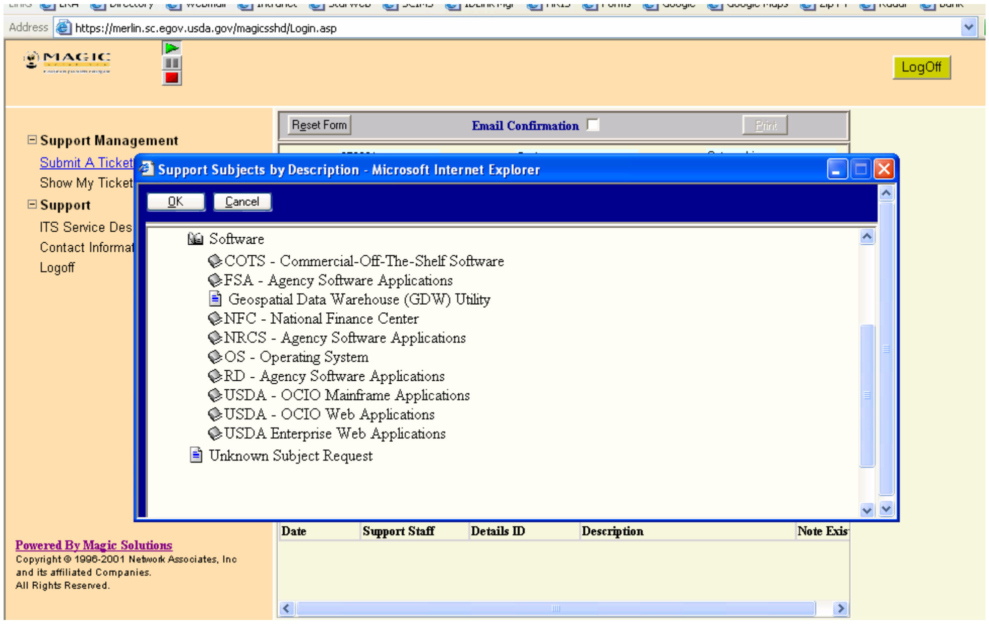


Figure 17.3.c – Example Software Subject Tree

8. **Drill down** and choose the subject that best describes the problem you are having. Continue to drill down as needed. The following screen print references a problem with an Exchange Outlook Issue (COTS Commercial-Off-The-Shelf Software → Microsoft Applications → Microsoft Outlook → Outlook issues relating to Exchange).

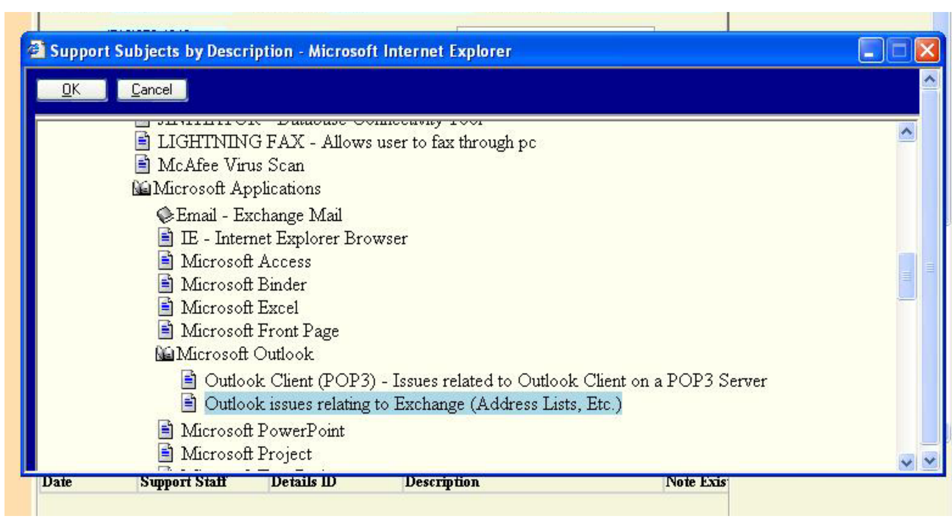


Figure 17.3.d – Example of Drilling Down the Subject Tree

➲ *Being as specific as you can will help the ITS staff that pick up the tickets know where your problem lies. If you can't find the exact topic then try to pick a subject that at least points in the general direction.*

9. Click on [OK]. The subject description will automatically fill in. See the following screen print.

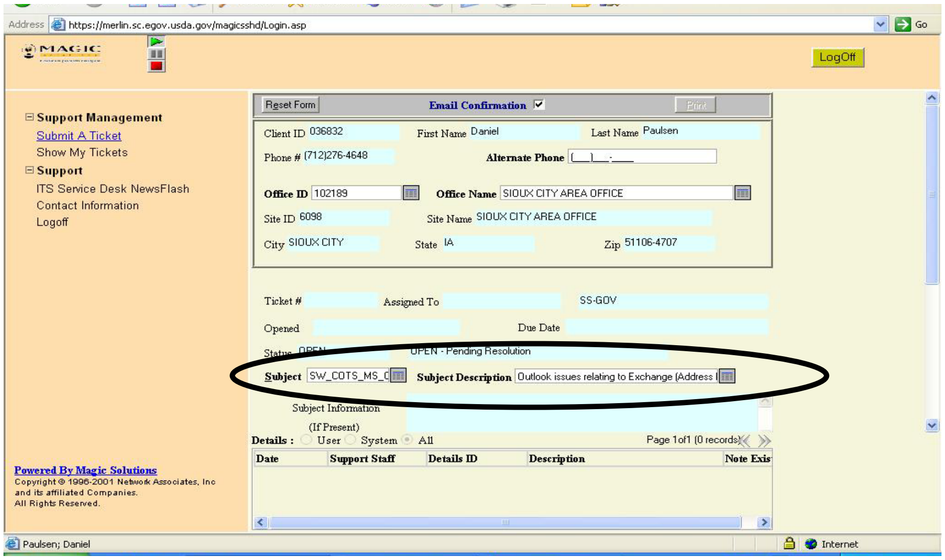


Figure 17.3.e – Subject/Description Fields Automatically Filled In

10. Use the blue scroll bar on the right hand side of your screen to move to the bottom of the page and click in the **Request Description or Note** field.
11. Type in a **detailed description of the problem you are experiencing**. Try to be clear and concise. Refer to the following screen print.

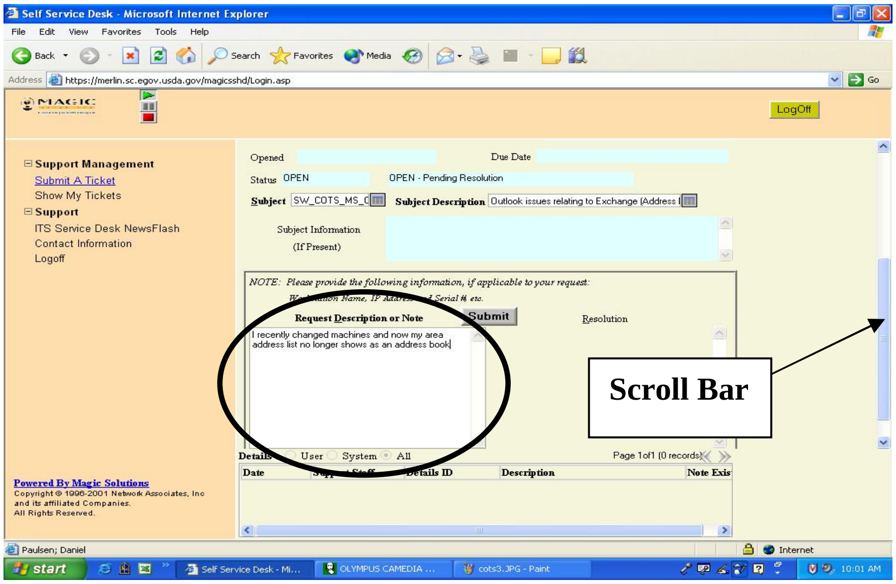


Figure 17.3.f – Request Description or Note Field

12. When you have completed typing your problem description, click on the [Submit]. Your request for assistance will be sent to all members of your local IT group.

➲ *If at any time during completing the ticket you would like to clear the form and start over, simply click the [Reset Form] button on the left side of the gray bar.*

➲ *If you are having problems determining the correct subject header, highlight the closest subject to your problem and click [OK].*

17.4 CHECKING THE STATUS OF YOUR TICKET

After you have submitted a Self Service Ticket, you can view the status of the ticket and when it was submitted.

1. Log into the **MAGIC Service Help Web Site**.
2. Under SUPPORT MANAGEMENT on the left side of the MAGIC window, click on [Show My Tickets].

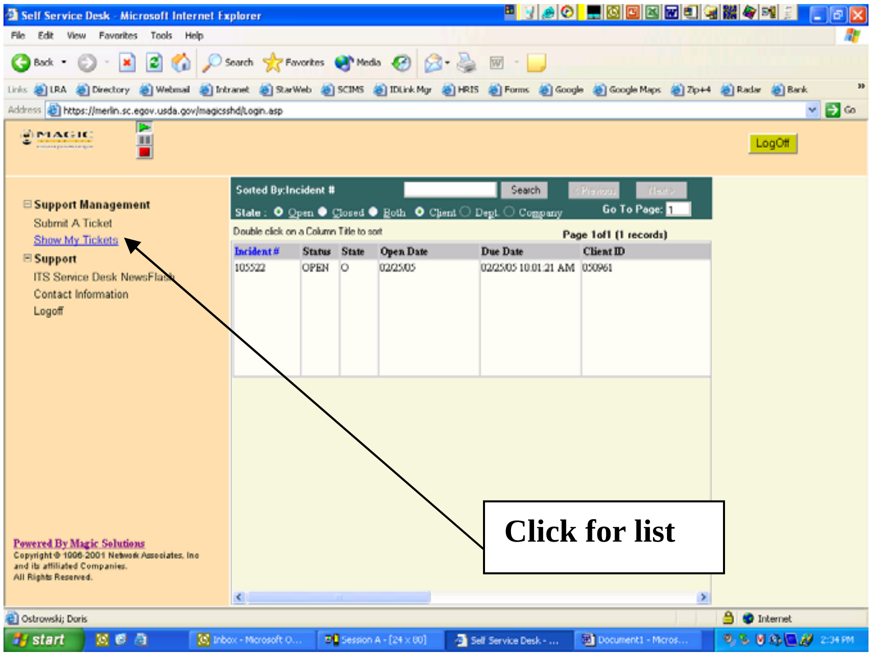


Figure 17.4.a – Show My Tickets Screen

3. Double click on the **ticket where the Incident # is** to check on the status.

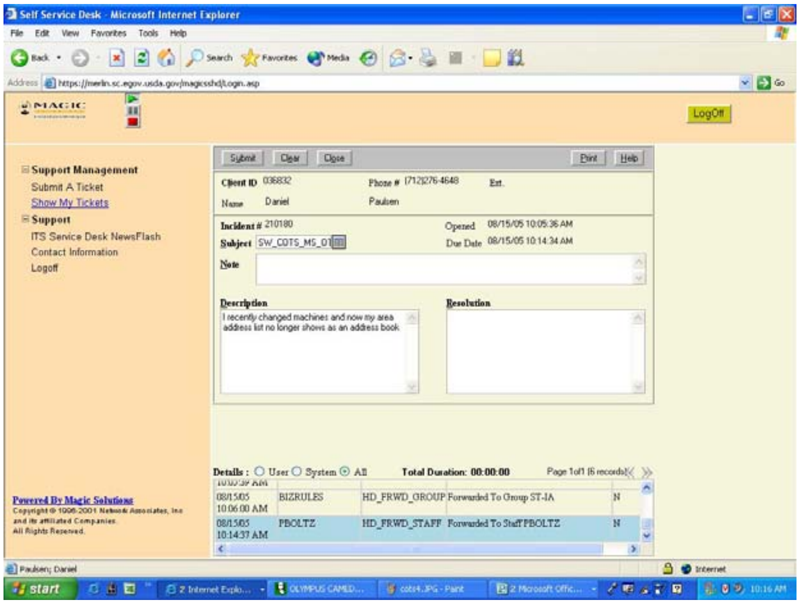


Figure 17.4.b – Ticket Status Screen

➲ *The Details section at the bottom of the screen shows you all the steps that have been taken on this ticket since it was submitted.*

4. Once the problem is resolved, the person responsible will enter the action(s) taken in resolving the problem in the Resolution section and the ticket will then be closed.

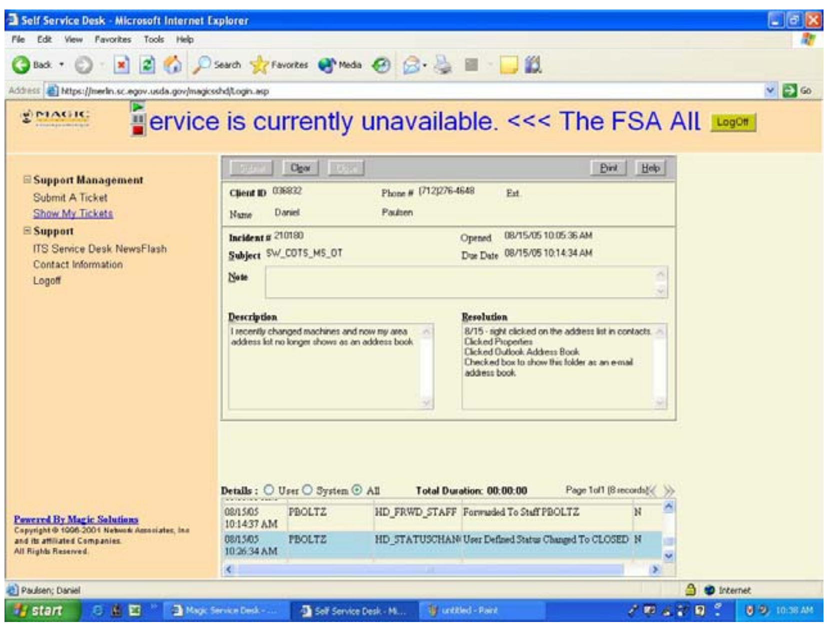


Figure 17.4.c – Problem Resolved and Ticket Closed

➲ *This ticket can then be viewed in the future as a tool should you encounter this problem again.*

5. All tickets can be viewed after they are closed by clicking either the [Closed] or [Both] radio button on the Ticket Listing.

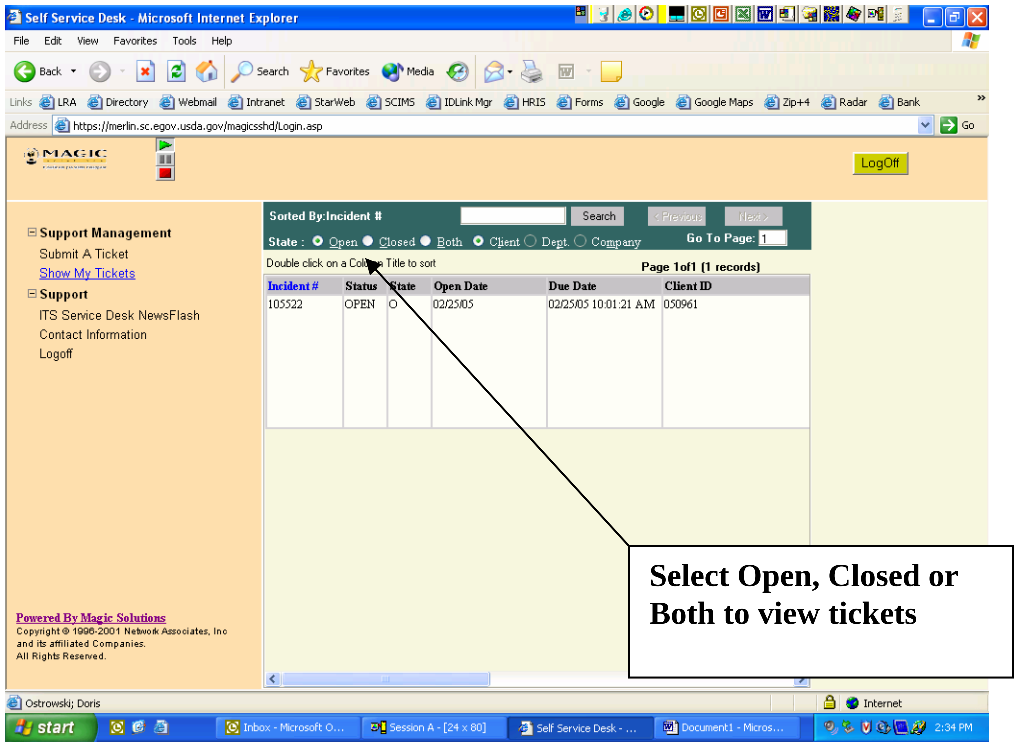


Figure 17.4.d – View Open, Closed or Both Tickets

6. When you are finished with your session, click on [Logoff] either in the Support section or in the upper right corner of the MAGIC screen.
7. At the MAKE SURE ALL TICKET WINDOWS ARE CLOSED window, and click [OK] to confirm.

Appendix A WIRELESS COMMUNICATIONS:

The following provides information on the Wireless technology that is available on the 2003 450E Gateway and the new 2004 HP NC6000 laptops, along with the new 2004 DC1100 HP Compaq Tablet PCs.

➲ *The use of Wireless technology on the CCE systems requires the use of a VPN account so that a secure connection can be created.*

➲ *There are Security risks involved with using Wireless technology. The information being provided is just an overview of this capability. It will be up to the Agency to determine what employees will be granted the capability.*

➲ *Enabling the wireless technology requires several administrative steps. Contact an ITS Staff Member for the procedures.*

➲ *It is important to disable the wireless connection on the Laptops and Tablets when using them on a plane – See Appendix A.6. For the HP Laptop, you can simply turn off the antenna - See Section A.5. For the HP Tablets, you can use the QMenu software - See Section a.6.1. For the Gateway Laptop, see Section 6.2.*

A.1 Policy Regarding use of Wireless Access

A Departmental working group is currently developing policy regarding the setup and configuration of wireless networks for our offices. For now, wireless networks are not supported in any of the Field Service Centers or State Offices.

Wireless communications can be used when a user is in need of data communications support on their Laptop or Tablet PC, when away from the office. This could occur in Hotel/Motels, Airports, Wireless Hotspots, Libraries, Bookstores, or at home to name a few examples.

The following steps are provided as an overview on setting up the wireless capability.

A.2 Enable Bios Setting for Wireless Adapter (Tablet PCs Only)

1. Access the **BIOS** settings by pressing <F10> during startup **screen.**
2. Choose Advanced/Device Options on the Bios Menu.
3. Change the Wireless Status to [On]**.**

A.3 Enable Wireless Adapter (Laptops and Tablet PCs)

1. Log in with an “Administrative” account.
2. Right click on [My Network Places], then click on [Properties].
3. In the “LAN or High-Speed Internet” section, right click on [Wireless Network Connection], then click on **[Enable]**. Once enabled, the Status will change from “Disabled” to “Wireless connection unavailable".

A.3.1 Enable Wireless Adapter on HP Tablet using QMenu

A supplemental application for the HP Tablet PC's called QMenu is currently in testing. The QMenu software provides several tools for the Tablet PC's such as a utility for external monitors, option for making network configuration changes and for quickly enabling or disabling the wireless adapter. This application will be posted to Team Services as soon as the testing and approval process has been completed. If you have QMenu installed on your HP Tablet, you can use it to "Enable the Wireless Adapter", once you've completed the BIOS setting in Step 1 above.

1. Log in as a "Regular" user.
2. Access the QMenu application.
3. Arrow down or click on [Turn Wireless on].

A.4 Configuring the TCP/IP Properties (Laptop and Tablet PCs)

1. Right click on [Wireless Network Connection] again, and then click on [Properties].
2. In the "This connection uses the following items:" section, click on [Internet Protocol (TCP/IP)], then click on [Properties].
3. Under the "General" tab, select [Obtain an IP address automatically], if not already selected.
4. Click on the radio button in front of [Obtain DNS server address automatically].

➲ *It has been found if you input a Preferred and Alternate DNS server IP Address for the CCE domain, then you are not able to do any web browsing without a VPN connection. In other words, you have to bring the VPN connection up first and then you are able to perform web browsing.*

5. Click on [OK].

A.5 Wireless Connection Antenna

The HP NC600 Laptop has a button that allows a user to turn on and off the wireless antenna. This allows the wireless adapter to always be enabled and the connection controlled by the antenna.

For the wireless connection to work, you must first press on the "Antenna" button at the top of the keyboard. This is the center button of the three with the **(( ))**. This will turn on a blue light on the bottom left hand corner of the laptop which shows the wireless connection antenna has been activated.

Once you are done, you will press the antenna button again so that the blue light is turned off and the wireless antenna is deactivated. When you return to the office, make sure the blue light is off as this may cause network connection problems.

A.6 Disable Wireless Connection

Remember: It is important to disable the connection **or** turn off the antenna when using the laptop on a plane. On the Gateway 450E you will want to disable the wireless connection when you return to the office so that you do not receive the information bubble indicating that a wireless connection is not available, see section 8.2.

In order to disable the wireless connection on the Gateway/HP Laptops and Tablet PCs, you must perform the following:

➲ *When the QMenu software is available for the Tablet PCs, you can disable the connection as shown in Section 6.1.*

1. Log in as an “Administrative” userid.
2. Right click on [My Network Places], then click on [Properties].
3. In the “LAN or High-Speed Internet” section, right click on [Wireless Network Connection], then click on [Disable]. Once disabled, the Status will change from “Wireless connection unavailable” to “Disabled”.

A.6.1 Disabling Wireless Adapter on HP Tablet using QMenu

A supplemental application for the HP Tablet PC’s called QMenu is currently in testing and certification and will be an option for the Tablet PC’s to turn off the wireless adapter. The software is called QMenu. If you have QMenu installed on your HP Tablet, you can use it to Disable the Wireless Adapter.

1. Log in as a “Regular” user.
2. Access the QMenu application.
3. Arrow down or click on [Turn Wireless off].

A.7 Use of Wireless Devices on Planes

From an article by Elizabeth O. Cooper entitled “How to Welcome Wireless Devices in the Friendly Skies: Electrical and Computer Engineering Professor Studies How Wireless Computers Interfere With Airplane Communication Systems”:

While cell phones, wireless local area networks and other portable electronic devices (PEDs) have improved travelers’ accessibility and productivity, they can also inadvertently cause electromagnetic interference to aircraft navigation and communication radio systems, thereby potentially endangering all on board. According to Linda Vahala, associate professor of electrical and computer engineering at Old Dominion, PEDs may emit electromagnetic waves, with their signals detected by the various radio receiver antennas installed on the airplane. Electromagnetic waves, in certain frequency windows can interfere with the GPS position detailing the plane’s position and direction, as well as its VHF system used for communication

"Phones, computers and other electronic devices must be turned off within 10,000 feet of the ground," Vahala notes. "Wireless cards inside a computer or personal electronic device can interfere with antennas on the plane."

➲ *There is research being done to find a way to be able to provide wireless service on planes. It is anticipated that there would be a fee for the service. Until this option becomes available, you must turn off the antenna or disable the wireless connection when using your laptop or tablet PC when flying.*

A.8 Wireless Communications Helpful Hints

A.8.1 VPN Software for Secure Connection

When using wireless communications or direct high speed access in non USDA locations, there are valid concerns on the security of the connection. USDA has Virtual Private Network (VPN) software that must be used in order to access any USDA location, such as Exchange mail, network drives to the CCE Computers, etc. when using the wireless connection. The VPN software provides a secure tunnel (connection) so when accessing these systems we have reduced the Security risk.

When accessing the Internet or a network outside of USDA it is extremely important that the CCE computer that you are using stays current with the Microsoft Patches and Virus Definition Updates.

A.8.2 Wireless Connections

The following is an example of the information bubble that may pop up in the task bar giving you a status of the Wireless Network Connection. If you are in your office and did not turn off the wireless connection you may periodically get the information bubble.

Figure A.8.2.a - Wireless Network Connection Information Bubble

The following information text box is an example when the connection is present. You are presented the text box when you move your mouse over the connection icon in the task bar.

Figure A.8.2.b - Wireless Network Connection Information Screen

To view available wireless connections, right click on the **Wireless Network Connection Icon** in the lower right area of the task bar. Select, **[View Available Wireless Connections]**. You will then receive the Wireless Network Connection status window. In the following example there are several wireless networks available. With some wireless networks you have to click on the “Allow me to connect to the selected wireless network even though it is not secure” checkbox and then click on **[Connect].**

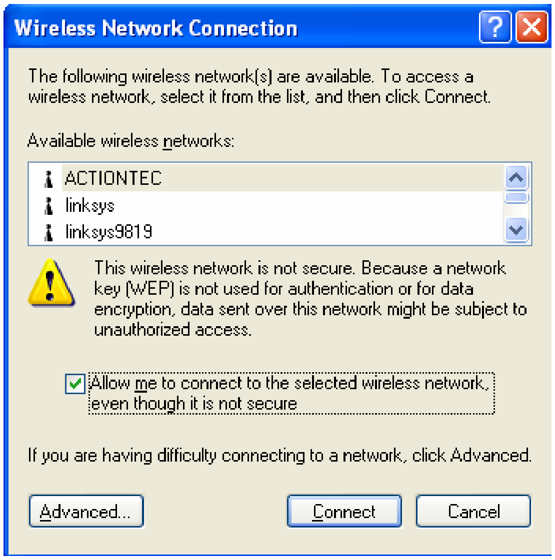


Figure A.8.2.c – Available Wireless Networks Screen

Clicking on the **[Advanced]** button provides you the “Wireless Network Connection Properties” window.

There are several areas of the following status window that is helpful in managing the wireless connections.

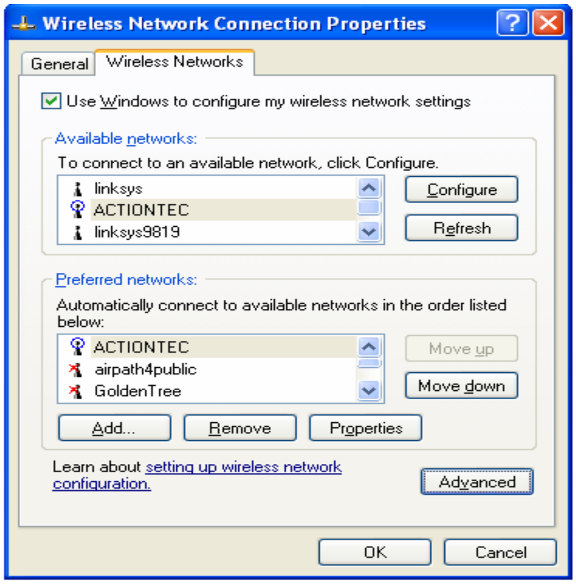


Figure A.8.2.d – Wireless Network Connection Properties Screen

Available Networks: Shows you what current wireless networks that might be available.

Preferred Networks: This provides information on connections that may have been available in the past. If you are in a location where you are picking up more than one connection in the Available Networks section, and you need to restrict the system from not connecting to one of the connections, you can **highlight the connection** and select **[Remove]** and the connection will become unavailable. You can also change order of the preferred choices.

There is an option when setting up a Wireless Network to configure the router or gateway to require a special access code to allow a computer with a wireless adapter to have access to the network. If you are in a location where this is required, you will have to configure the connection. As shown in the above screen, you would highlight the connection as found in the "Available Networks" area and then you would click on **[Configure].**

For example, on home wireless networks you can configure the router or gateway to allow only systems to access the wireless via a security code that you configure in the router or gateway. This is where the configuration option above comes into play so that you can keep your home system secure from the neighbors having access to your wireless connection, but yet allow the CCE computer to access the network as well.

If a router or gateway is configured for a specific network key, you would, in most cases change the **[Data encryption]** to **WEP** and then input the **[Network Key]** and **[Confirm Network Key]** based on the configuration in the router or gateway.

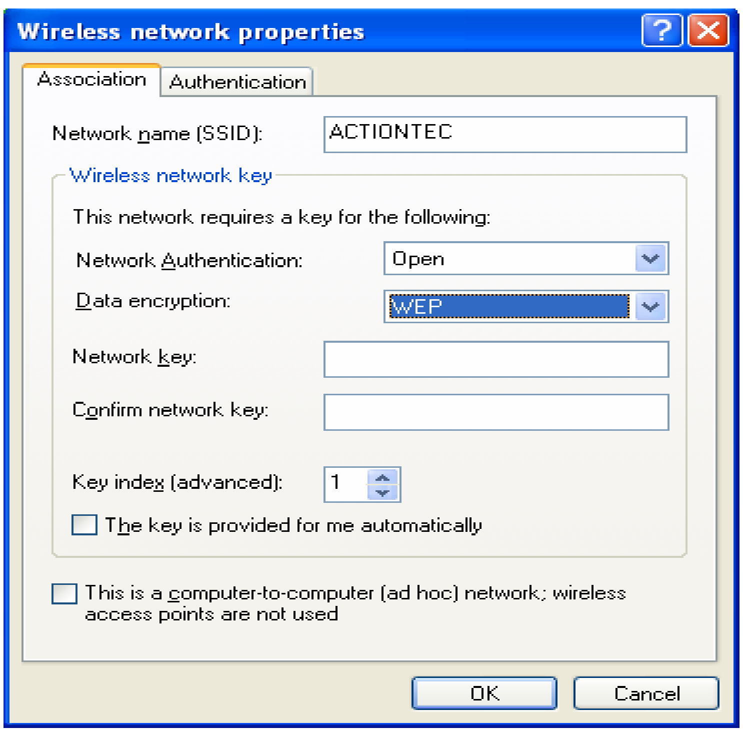


Figure A.8.2.e – Wireless Network Properties Screen

A.8.3 Accessing Wireless Networks in Hotels

Some hotels when you access their wireless connection or you use their high speed internet service require you to open Internet Explorer and answer a few questions before you are allowed to use the network connection.

A.8.4 Costs Associated with Usage of Wireless

It is important to understand that some locations that provide wireless connectivity charge for the access. Many Hotels offer this service at no cost, but many Airports charge a fee to use the service. When charges are required, you will receive some type of a billing screen when you access Internet Explorer. You will not be charged, nor will you get the service until you make payment arrangements. You must check with your supervisor on the policy for your office on paying for these services.

➲ *Many local libraries are now offering free wireless connections.*

Appendix B CISCO SYSTEMS VPN CLIENT

B.1 Dial Up Networking

At this time the FSA and RD VPN accounts that are provided for using the VPN connection can also be used for Dial-Up Networking. The 2003 Windows XP System Administration Guide and the Windows XP Reference guide provide instructions for configuring and using a Dial-Up Networking Session.

When using the VPN account for Dial-Up Networking the following values will be used in the "Username" field.

RD: vpnaccountname@vesta (example first.last@vesta)

FSA: vpnaccountname@tac1 (example firstinitial.last@tac1)

At this time NRCS utilizes a Mobile Access System (MAS) account as the Dial-Up Networking account in the format of masuserid@telspec and is not associated with the VPN account.

In an effort to increase security and privacy, the SCA limits access from the Internet to computer systems on the SCA Network. Accessing services that are protected will now require usage of a Virtual Private Network (VPN) connection to the SCA Network. A Virtual Private Network uses advanced encryption and tunneling to create a private network connection to the SCA Network over the Internet. This effectively connects your remote computer directly into the SCA Network, and allows you to access protected computer systems within the SCA Network firewall, such as your work computer.

B.2 Removing Unneeded Profiles

There are eighteen profiles available when the Cisco VPN software is installed. Most users only need 2 profiles: Internal and Internet for the domain they reside, i.e., Ageast, Agcentral, or Agwest and the agency they work for, i.e., FSA, NRCS or RD. "Internal" connections cross USDA networks, i.e., a connection use to VPN from an RD network to an FSA network. "Internet" connections are often used to provide access from home, a hotel, or other non-office locations.

You may delete any that are not needed.

For example, if you are a user in Agwest and work for RD, you would only need:

RD-AGWEST-INTERNAL

RD-AGWEST-INTERNET

1. Log in with a "Regular" user account.
2. Click on [Start] ➔ [All Programs] ➔ [Cisco VPN Client] ➔ [VPN Client]
   The VPN Client access window displays:

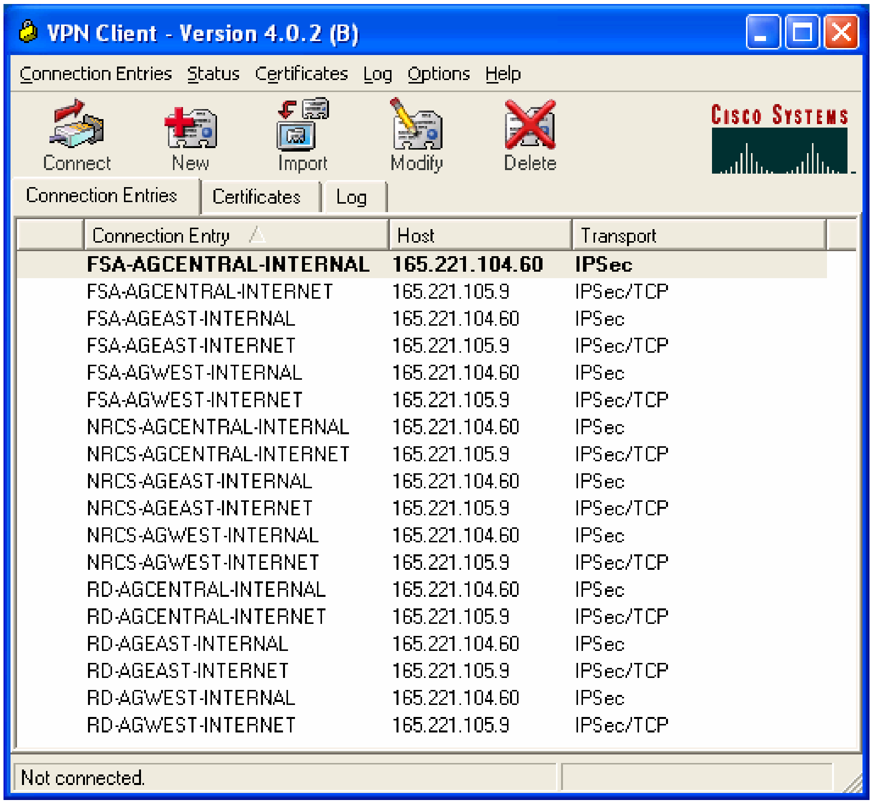


Figure B.2.a – VPN Client Access Window

3. Click on a Connection Entry that you want to delete to select it. The entry should now be highlighted.
4. Click on the **[Delete]** icon.

Figure B.2.b – Delete Screen

5. At the ARE YOU SURE YOU WANT TO DELETE THE CONNECTION ENTRY… message, click on [Delete].
6. Repeat Steps 3-5 until all unneeded profiles are deleted.

B.3 Accessing Cisco VPN Client

1. Log in with a “Regular” user account.
2. Click on [Start] ➔ [All Programs] ➔ [Cisco VPN Client] ➔ [VPN Client]
The VPN Client access window displays:

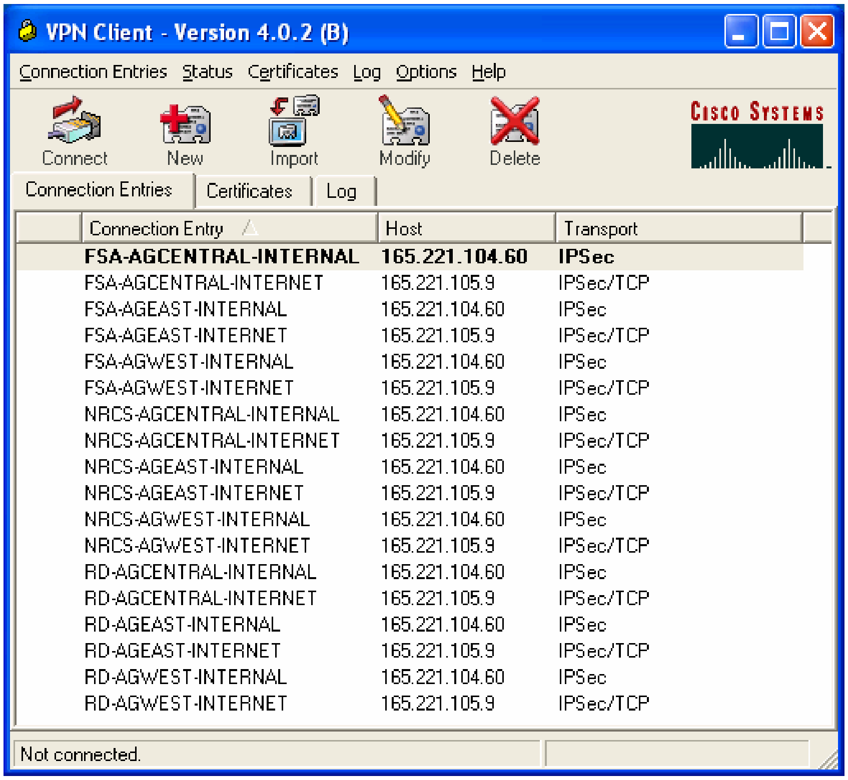


Figure B.3.a – VPN Client Access Window

3. Click on a **Connection Entry** that you want to connect to. The entry should now be highlighted.

   Internal is used when you are in an office using a network access, but still need access into the USDA backbone. Such as from a University, etc.
   External is used when you are connecting from an outside network access point, such as your home (cable and DSL), or from a hotel, airport or other internet hotspot.

4. Click on the [Connect] icon.

Figure B.3.b – Connect Screen

5. The following screen will appear. Enter your VPN Username and Password, then click [OK].

Figure B.3.c – User Authentication Screen

6. Click on [Continue].

Figure B.3.d – VPN Client Banner Screen

7. When you are authenticated by and connected to the VPN, the VPN connection icon displays in the lower right corner of the taskbar. See the following screen print.

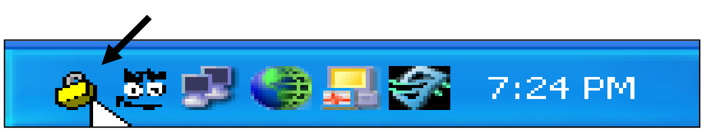


Figure B.3.e – VPN Connection Icon

B.4 Enable VPN Client to Start before Login

You can enable the VPN Client to start before you log in on your computer. This is important for many reasons:

- You will be authenticated to the domain when you log in.
- Your drives will be mapped.
- SUS access will be active for any O/S Updates.
- Your machine will be protected within the VPN from the initial login.

Sometimes a laptop user may not need this, like when they are in their office. This option can be turned off and on as needed, or you can just ignore the VPN Login that appears when you login (Diagram is in step 8).

1. Log in with a "Regular" user account.
2. Click on [Start] ➔ [All Programs] ➔ [Cisco VPN Client] ➔ [VPN Client]
   The VPN Client access window displays:

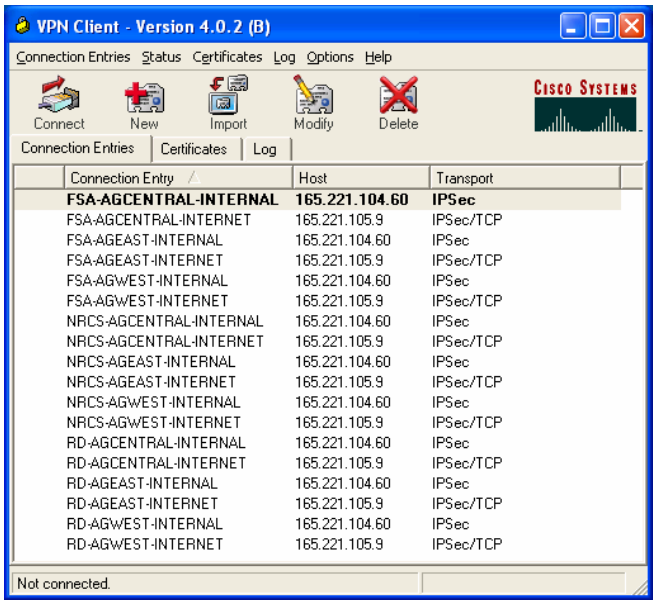


Figure B.4.a - VPN Client Access Window

3. Click on [Options] ➔ [Windows Login Properties] from the toolbar. The following screen will appear:

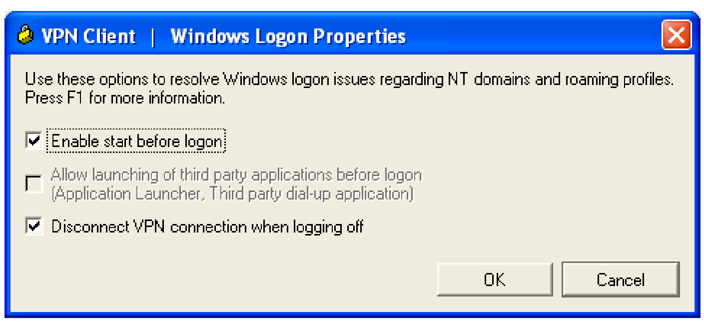


Figure B.4.b – VPN Client Windows Logon Properties Screen

4. Place a checkmark in front of [Enable start before logon].
5. Click on [OK].
6. Restart your workstation. You now have the VPN client configured to start prior to login.
7. When your system reboots, and you press <Ctrl> + <Alt> + <Del>, in additional to the regular login window, you will get the following:

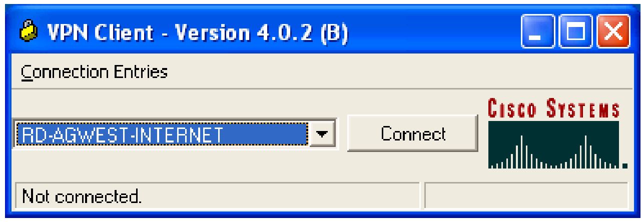


Figure B.4.c – VPN Client Connection Entries Screen

8. Select the **connection that you want** from the list and click on **[Connect].**
9. The following screen will appear. Enter your VPN Username and Password, then click [OK].

Figure B.4.d – User Authentication Screen

10. Click on [Continue].

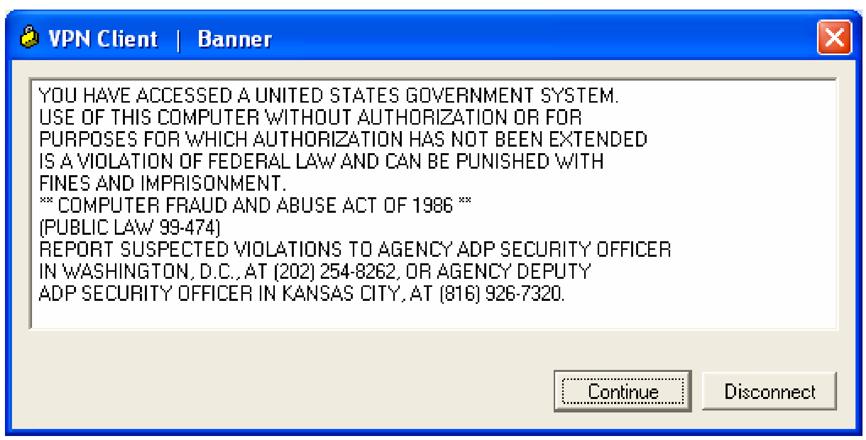


Figure B.4.e – VPN Client Banner Screen

11. Click on [Continue], then log in as you normally would. You will be authenticated to the domain when you login.

Appendix C HELPFUL HINTS FOR CHANGES IN UPDATE #2

This section is to assist you with some of the changes that are available with Update2.

C.1 View of Word Attachment in Email

When a user opens a word attachment in Email, by default, the view of the document will show two pages of the document. Click on the “More information about Reading Layout” link and it will describe how to turn off this option. Basically the steps are to click on **[Tools]** ➔ **[Options]**, then click on the **[General]** tab and remove the checkmark in front of **[Allow starting in Reading Layout]**, then click on **[OK]**.

C.2 Rural Development Business Card Template

Rural Development offices may experience a problem where a business card template which was released by the National Office will have the Rural Development logos appear up-side-down when they are opened in Office 2003. The logos can be corrected by performing the following action.

1. Click on [Tools] ➔ [Customize] ➔ [Commands]
2. Under categories click on **[Drawing]**
3. Find the **[Flip Vertical]** icon and drag it up to an area in the tool bar.
4. Open the business card.
5. Click on the graphic logo so it is highlighted and click on **[Flip Vertical]** tool bar icon.
6. Save the document.

C.3 Attachments in Email Opening as “Read-only”

When using Outlook 2003 and opening an attachment straight from the Reading Pane, the document opens as Read Only and will always open Read Only while the Reading Pane is active (for HTML and Plain Text). Turning the Reading Pane off appears to correct this problem. To turn it off, go to **[View]** ➔ **[Reading Pane]** ➔ **[Off].**

We have also found if the reading pane is set to bottom and if you double click on the message so the message opens in its own pane and then open the attachment, it does not open as a read only document.

C.4 Markup Text Appearing or Reappearing in Word Document

Markup text may reappear when you open or when you save a document of Word 2003. When you open or when you save a Microsoft Office Word 2003 document, markup text (comments, ink annotations, insertions and deletions, and formatting changes) that you turned off in the document the last time that you saved it may appear again .

This behavior is a design change to show markup text immediately when you open the document. This design change is intended to help you from accidentally sending a document that contains changes that you do not want seen.

To change this behavior and to retain the Reviewing options as you did in Word 2002, follow these steps:

1. Start Word 2003, and then open your Word 2003 document.
2. On the **Tools** menu, click **Options**.
3. On the Security tab, click to clear the Make hidden markup visible when opening or saving check box.
4. Click OK to close the Options dialog box.
5. Make a change in the document, such as type a space, delete the space, and then save your document.

➲ *If you do not perform Step 5 and make a change in your document, the change that you made to the Make hidden markup visible when opening or saving option may not take effect the next time that you open your Word document.*

Also, if you go in and turn off the option in word and you have Outlook open, you have to close Outlook and then open it again.

C.5 Mail Merge Documents

After Update2 has been completed for user, you will have to modify mail merge documents by performing the following for each mail merge document.

1. Access Word and open the mail merge document. You will receive a message similar to the following:

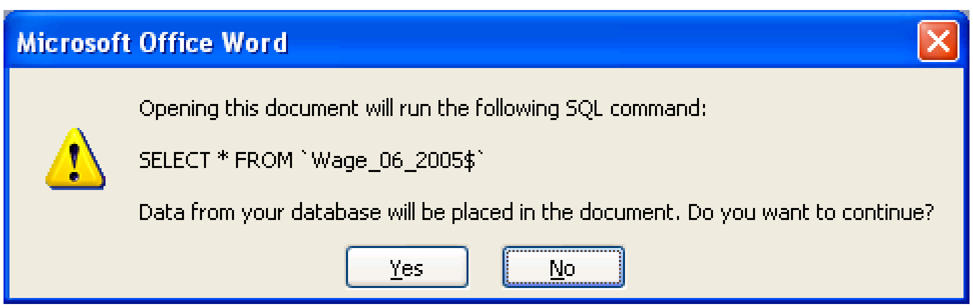


Figure C.5.a – Microsoft Office Word Screen

2. Click on **[Yes]** and it will create the mail merge correctly and everything should work fine.

C.6 CRITICAL - Configuring Outlook to Work Offline

All users that have been using the Offline Function of Outlook will need to change a setting after Update 2 has been performed. Have the user access Outlook and perform the following steps:

1. In Outlook, click on [Tools] ➔ [E-mail Accounts].

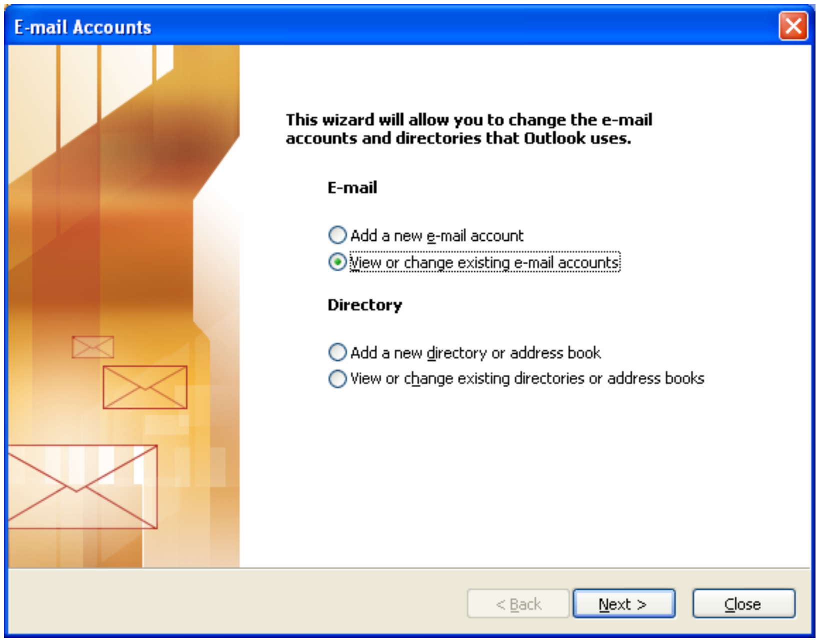


Figure C.6.a - E-mail Accounts Screen

2. With [View or Change existing email accounts] selected, click [Next].
3. Click [Change].
4. Place a checkmark in front of [Use Cached Exchange Mode].

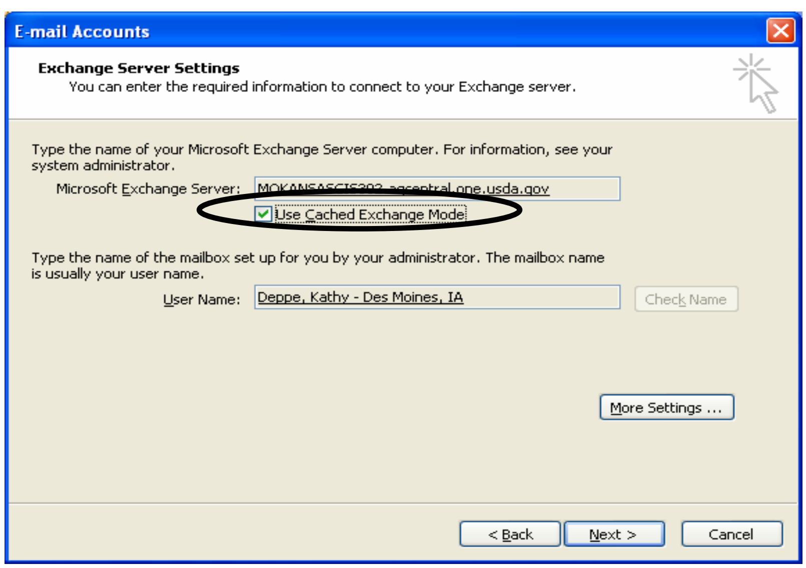


Figure C.6.b - Use Cached Exchange Mode Selection Screen

5. Click on **[Next]**
6. Click on **[Finish].**
7. Have the user perform a **[Shift F9]** to perform a full Send/Receive.

The User can now toggle between on-line and off-line mode by right clicking on the online/disconnected icon in the lower right corner of the Outlook window.

C.7 Offline Storage Folders Do Not Stay Synchronized

There is an additional step to try if the Offline store folders still will not stay synchronized. Click on **[Tools] ➔ [Send/Receive] ➔ [Send/Receive Settings] ➔ [Define Send/Receive Groups] ➔ [Edit]**.

Under **Folder Options**, right click on each Folder that needs to be synchronized (should have a checkmark in front of it) and select **[Apply Options to All Checked Folders].** Note: If there are sub-folders, then perform again and select **[Apply Options to All Checked Subfolders].**

Information: The "Use Cached Exchange Mode" option allows you to switch between Offline and Online mode without exiting Outlook. You right click on the Icon in the task bar and toggle between **[Work Offline and being Connected].**

C.8 Additional Outlook Configuration Issues

If Outlook becomes corrupt for the user when you have tried to change some of the configuration items or Outlook locks up when setting up Offline storage, you can no longer right click on the Outlook icon to get into the settings for Outlook. Instead click on **[Start] ➔ [Control Panel] ➔ [Mail]**.

If a user logs on for the first time, and the configuration of Outlook runs because the migrate.now file is in the H: or S: drive, there will be a net send performed to the screen to indicate after Outlook is configured to log out of Outlook and log off the workstation and log back on. The second time they log on they should get the notice screen.

In the existing version of Outlook, a PST file can become corrupt if the file becomes too large. Outlook 2003 PST files are more stable as the file size increases. It is NOT required to convert the existing PST files to Outlook 2003 format as outlined in Section 12.13 of the WINDOWS XP USER REFERENCE GUIDE unless you need to take advantage of the large file size. You can open the existing PST file in Outlook 2003, but it will not convert it to the Outlook 2003 format unless you complete the steps outlined in Section 12.13.2.1.

If you have rules setup in the existing version of Outlook, they will transfer over to Outlook 2003. But any rule that uses a specific folder to move messages to may have to be edited. If you converted to Outlook 2003 format, it may change your specific folder to "folder" and then you will have to redefine where that "folder" should be.

C.9 Disabling Java 1.5 in IE

Java in IE – If this is checked, it will not allow the Security Training in AgLearn to run. This also affects the RILOE card access to a server which is only used by the ITS Staff.

Disable Java 1.5 in the IE – **Internet Options – Advanced**

Uncheck **[Use JRE 1.5.0_01 for <applet>]**

C.10 Microsoft Office Toolbar

Microsoft does not support or provide a Microsoft Office toolbar in Office 2003. A Quick Launch Toolbar has been created to replace the Microsoft Office toolbar. The specific instructions regarding this are located in the XP Reference Guide (Section 4.4). Users can complete these tasks as needed.

C.11 Microsoft Photo Editor Discontinued

Microsoft Photo Editor has been discontinued as a Microsoft Office component in Microsoft Office 2003.

Microsoft Office Picture Manager 2003 is a new component in this release of Office 2003. While it is primarily a file management tool, and not an editing tool, it does have some image correction and editing features.

We are working on an alternative method of re-installing Photo Editor, if needed.

Editing features in Picture Manager:

- Brightness and contrast: Allows you to adjust the difference between light and dark tones. You can use this feature to correct pictures that appear too light or too dark.
- Color: Allows you to adjust the hue (hue: The color attribute that most readily distinguishes one color from other colors. A color's hue is also its name.) and saturation (saturation: A measure of purity in a color, determined by its movement away from gray. More gray in a color means lower saturation; less gray in a color means higher saturation.). You can use this feature to correct pictures with colors that are tinted or dull.
- Crop: Allows you to crop (crop: To trim vertical or horizontal edges of an object. Pictures are often cropped to focus attention on a particular area.) out unwanted parts of a picture. You can use this feature to correct pictures that contain distracting elements.
- Rotate and Flip: Allows you to rotate pictures or flip them on the current axis of the picture. You can use this feature to correct pictures that you have taken sideways for a portrait orientation.
- Red eye removal: Allows you to remove the red from your picture subjects' eyes caused by the camera's flash. You can use this feature to correct red eyes wherever they appear.
- Resize: Allows you to change the dimensions of a picture. You can use this feature to enlarge a picture for printing or reduce it to send in e-mail messages or share on the Internet (Internet: A worldwide network of thousands of smaller computer networks and millions of commercial, educational, government, and personal computers. The Internet is like an electronic city with virtual libraries, stores, art galleries, and so on.).

Photo Editor editing features not supported by Picture Manager

- Effects: Sharpen, Soften, Negative, Despeckle, Posterize, Edge, Chalk and Charcoal, Emboss, Graphic Pen, Notepaper, Watercolor, Stained Glass, Stamp, Texturizer.
- Tools: Smudge, Sharpen, Set Transparent Color.
- Image Acquisition: You cannot create a new image from a scanner or a camera. (In Microsoft Windows XP, the capability to create a new imagine from a scanner and a camera is built in Microsoft Windows Explorer.)

- Image: Fewer color correction options are available in Picture Manager 2003 than were available in Photo Editor. Specifically, there is no Gamma adjustment, and you cannot apply corrections to only one of the three color components, red-green-blue (RGB).
- Properties: You cannot explicitly specify the image resolution dots per inch (dpi) or the color depth of images in Picture Manager 2003.

C.12 Important User Reference Guide Sections to Review

The following sections of the User Reference Guide are helpful to review now that XP Update 2 has been added to the workstation.

Section Number	Description
Section 4.4 Customizing the Quick Launch Toolbar	This section provides information on how to utilize the Quick Launch Toolbar which has replaced the Microsoft Office Toolbar.
Section 8.1 Adobe Acrobat 6.0 Standard	This section provides information on using the Adobe Acrobat 6.0 software. It includes information on how to create a "pdf" file.
Section 8.2 McAfee Use and Updates	Information on the use of McAfee and how to check for the current definition version and how to perform a manual update.
Section 8.4 Windows Media Player	This software requires additional configuration the first time it is used.
Section 8.6 QuickTime Player	This software requires additional configuration the first time it is used.
Section 12 Using Microsoft Outlook (E-Mail)	Many changes have taken place with the new version of Outlook. This section documents those changes.
Section 12.3 Adding Favorites to the Outlook Menu Bar	Favorites must be manually configured to show up in the Outlook Menu Bar.
Section 12.4 Changing the View in Outlook	This optional change helps Outlook 2003 look like the previous version.
Section 13.2 Microsoft Office Customer Experience Improvement Program	This section provides steps on how to remove the Customer Experience Improvement icon from the task bar.
Section 17 Using Magic Self Service	This section provides information on how to use the Magic Self Service tool to generate requests for support to the ITS staff.